



*Occupational
Outlook
&
Vocational
Training
Directory of Contra Costa County*

1999 - 2000

OCCUPATIONAL OUTLOOK 2000 - 2001

Contra Costa County

A PRODUCT OF
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We hope you find this report useful.

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CHAPTER 1

This report presents the 2000, 1999, and 1998 findings of the California Cooperative Occupational Information System (CCOIS) formerly called the State and Local Cooperative Labor Market Information Program (LMI). The Workforce Development Board of Contra Costa County conducts this project in partnership with the State of California Employment Development Department (EDD). The survey area of this program includes all of Contra Costa County. When referring to this project in this report, the term LMI program will be used.

PURPOSE

The purpose of this Occupational Outlook Report is to improve the match between the workforce needs of employers and the skills of job seekers by providing historic and current, localized occupational information. This report provides information for labor market decisions, including human resources management, and career and vocational training program planning. A number of occupations were purposely studied with CalWORKS participants in mind, including the under-employed.

The Occupational Outlook Report will also serve as an important tool in the formulation and implementation of new and innovative workforce development policies and strategies by the Workforce Development Board of Contra Costa County. This report provides important information that will allow the Workforce Development Board to better understand the local and regional labor markets and, thereby, respond to the critical needs of employers, employees and job seekers.

Labor market information is a guide when making labor market decisions, not the absolute answer. Users of labor market information should consider changes that occurred after data collection when making labor market decisions. This is particularly true when looking at findings from earlier years. These changes might be new industries and businesses, rapidly evolving and frequently changing skill-set needs, plant closures, layoffs, and other economic fluctuations.

USAGE

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below:

Workforce Development	This report provides critical workforce development information that can help shape workforce development policies and training programs and strategies to meet the needs of the county's workforce and employers.
Economic Development	Local governments and economic development organizations can use the supply/demand, occupational size, expected growth rates, and wage data information to determine the suitability of Contra Costa County for business growth and development.
Career Decisions	Career counselors, workforce development advisors, and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment and training.

USAGE

Program Planning	This report provides local planners and administrators with employment and training, and placement data, as well as occupational size and expected growth rates. Program planners can use these data to evaluate, improve, and eliminate programs, or to plan new programs.
Curriculum Design	Education and training providers can assess and update their curriculum based on current employer needs and projected trends as indicated in this report.
Program Marketing	Education and training providers can effectively market their programs by informing students, employers, and others that the chances for job placements are much greater because their programs are developed using reliable local information.
Human Resources Management	Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

EMPLOYER NEEDS

In research, the Occupational Outlook Report is a resource that promotes relations between companies across industry lines. Human Resources Managers gain a better understanding of current workforce activities among employees working in similar occupations. The wage, benefit, and employment outlook information contained in the report informs employers of the future of not only parallel, but also dissimilar industries that share a common workforce. The LMI program meets employers' needs by ensuring that training providers keep abreast of local employers' hiring requirements.

JOB SEEKER NEEDS

The Occupational Outlook Report is a research resource that enables individual employment and training decision-making. Employers reported education, training, and skill requirements that provide a base of knowledge and guidance for both occupation and industry needs. Designed for use by highly skilled, mid-level or entry-level job seekers, this local information is a fundamental ingredient in the career navigation equation. The LMI program meets job seekers' needs by promoting individual responsibility in career management.

SELECTION OF OCCUPATIONS

Local users of labor market information helped select the occupations for survey at the Workforce Development Board's annual community meeting in April, 2000. Among the participants were chamber of commerce representatives; business owners; human resources personnel; educators; vocational program administrators and counselors; Regional Occupational Program administrators; economic development practitioners; Department of Social Services personnel; employment and training representatives; Employment Development Department staff; representatives of community-based organizations; and union representatives.

USAGE, cont.inued

LIST OF OCCUPATIONS

The following pages present alphabetically the occupations surveyed in the year 2000, and all occupations studied since 1994 (first year of this program), by Occupational Employment Statistic (OES) Code Divisions.

LIST OF OCCUPATIONS

Year 2000 Surveyed Occupations in Alphabetical Order

Adjustment Clerks
Bill and Account Collectors
Bookkeeping, Accounting, and Auditing Clerks, Including
Computer Network Technicians
Cooks - Restaurant
Counter Attendants
Data Processing Equipment Repairers
Dental Assistants
Electrical and Electronic Assemblers
Electronic Home Entertainment Equipment Repairers
Employment Interviewers - Private or Public Employment
General Managers and Top Executives
Instructors and Coaches - Sports and Physical Training
Machinists
Manager, Retail Store
Marketing, Advertising, and Public Relations Managers
Physical Therapy Aides
Physical Therapy Assistants
Pruners
Sales Representatives - Except Scientific and Related Products
Software Engineers
Teachers - Special Education
Truck Drivers, Light - Include Delivery and Route Workers
Waiters and Waitresses
Welders and Cutters

LIST OF OCCUPATIONS

**OCCUPATIONS SURVEYED IN 1994 2000 LISTED BY
OCCUPATIONAL EMPLOYMENT STATISTIC (OES) CODE DIVISIONS**

Managers and Administrative Occupations

130020	Financial Managers, 1995 and 1998
130050	Personnel, Training, and Labor Relations Managers, 1995 and 1998
130080	Purchasing Managers, 1997
130110	Marketing, Advertising and Public Relations Managers, 1996 and 2000
130140	Administrative Services Managers, 1997
130170	Engineering, Mathematical, and Natural Sciences Managers, 1996
150110	Property and Real Estate Managers and Administrators, 1997
150170	Construction Managers, 1995 and 1999
190050	General Managers and Top Executives, 1996 and 2000
185167999	Manager, Retail Store, 2000

Professional, Paraprofessional, Technical***Accountants, Auditors, Finance Specialists***

211080	Loan Officers and Counselors, 1996
211140	Accountants and Auditors, 1994 and 1998

Personnel, Training, Labor-Relations Specialists

215080	Employment Interviewers - Private or Public Employment Service, 1997 and 2000
215110	Personnel, Training, and Labor Relations Specialists, 1999

Engineers

221140	Chemical Engineers, 1996
221260	Electrical and Electronic Engineers, 1996
221270	Computer Engineers, 1995
221350	Mechanical Engineers, 1995
003061999	Telecommunications Engineers, 1998
030062999	Software Engineers, 2000

Engineering Related Technicians

225020	Civil Engineering Technicians and Technologists, 1996
225050	Electrical and Electronic Engineering Technicians and Technologists, 1994 and 1999
225140	Drafters (CAD), 1994 and 1998
031262996	Telecommunications Technicians, 1997

Computer Scientists and Related

251020	Systems Analysts - Electronic Data Processing, 1994 and 1998
251040	Computer Support Specialists, 1999
251051	Computer Programmers, including Aides, 1994 and 1998
031126299	Local/Wide (LAN/WAN) Area Network Managers, 1996
031132999	Network Professionals, 1999
033162996	Computer Network Technicians, 2000

LIST OF OCCUPATIONS

Other Social Science Related Workers

273080 Human Service Workers, 1999

Legal Assistants, Technicians, except Clerical

283050 Paralegal Personnel, 1994

Teachers, Educators, Librarians***Other Teachers and Instructors***

313021 Preschool Teachers, 1996
 313022 Kindergarten Teachers, 1996
 313040 Teachers and Instructors - Vocational Education and Training, 1994
 313050 Teachers - Elementary School, 1997
 313080 Teachers - Secondary School, 1997
 313110 Teachers - Special Education, 1995 and 2000
 313140 Teachers and Instructors-Vocational Education and Training, 1999
 313210 Instructors and Coaches - Sports and Physical Training, 2000

Librarians, Archivists and Related

315140 Vocational and Educational Counselors, 1994
 315211 Instructional Aides, 1999

Health Practitioners, Technicians and Related***Health Care Maintenance, Treating***

325020 Registered Nurses, 1996
 325050 Licensed Vocational Nurses, 1997
 325140 Opticians-Dispensing and Measuring, 1999
 325181 Pharmacy Technicians, 1995

Other Health Professionals, Paraprofessionals

329050 Medical and Clinical Laboratory Assistants, 1994
 329080 Dental Hygienists, 1997
 329110 Medical Records Technicians, 1994
 329170 Radiologic Technologists - Therapeutic, 1995
 041061999 Biotechnologists, 1995
 041061999 Biotechnology Research Assistants 1998

Miscellaneous Professional, Paraprofessional, Technical

979382999 Desktop Publishing - Graphic Designers, 1997
 031064999 Internet Web Site Designers/Developers (Webmasters), 1999

Sales and Related Occupations

410020 First Line Supervisors and Managers - Sales, and Related, 1995

LIST OF OCCUPATIONS

Merchandise, Products, and other Sales

- 490080 Sales Representatives Except Scientific and Related Products, 2000
- 490112 Salespersons - Retail (except Vehicle Sales), 1997
- 490170 Counter and Rental Clerks, 1998
- 490210 Stock Clerks, Sales Floor, 1998
- 490230 Cashiers, 1997

Merchandise, Products, and other Sales, cont.

- 490260 Telemarketers, News and Street Vendors, Telephone Solicitors,
Door-to-Door Sales Workers, and Related Workers, 1997

Clerical, Administrative Support

- 510020 First Line Supervisors/Managers - Clerical/Administrative Support, 1994

Industry Specific Clerical, Administration

- 531210 Loan and Credit Clerks, 1994

Investigative Related, Excluding Insurance

- 535080 Bill and Account Collectors, 1994 and 2000

Lodging and Travel Workers

- 538080 Hotel Desk Clerks, 1998

Industry Specific Clerical, Admin

- 531230 Adjustment Clerks, 2000

Secretarial, General Office Occupations

- 551020 Secretaries, Legal, 1996
- 551080 Secretaries, Except Legal and Medical, 1995 and 1999
- 553050 Receptionist and Information Clerks, 1996 and 1999
- 553070 Typists, including Word Processing, 1994
- 553080 Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers, 1996 and 2000
- 553210 File Clerks, 1997
- 553230 Order Clerks, - Materials, Merchandise, and Service, 1998
- 553350 Customer Service Representatives - Utilities, 1997
- 553470 General Office Clerks, 1994 and 1999

EDP and Office Machine Occupations

- 560110 Computer Operators, 1994
- 560170 Data Entry Keyers - except Composing, 1995

Material Recording, Dispatching

- 580230 Stock Clerks, Stockroom, Warehouse, Storage Yard, 1995 and 1998
- 580280 Traffic, Shipping, and Receiving Clerks, 1995 and 1998

LIST OF OCCUPATIONS

Service Occupations***Protective Service Occupations***

- 630350 Detectives and Investigators, except Public, 1998
 630470 Guards and Watch Guards, 1996

Food, Beverage Preparation and Service Occupations

- 650020 Hosts, Hostesses - Restaurant, Lounge or Coffee Shop, 1997
 650080 Waiters and Waitresses, 1996 and 2000
 650170 Counter Attendants, 2000
 650210 Bakers-Bread and Pastry, 1996
 650260 Cooks-Restaurant, 1996 and 2000
 650380 Food Preparation Workers, 1996 and 1999
 650410 Combined Food Preparation and Service Workers, 1997

Health Service, Related Occupations

- 660020 Dental Assistants, 1996 and 2000
 660050 Medical Assistants, 1994 and 1998
 660080 Nurse Aides, 1996
 660110 Home Health Care Workers, 1994 and 1998
 660171 Physical Therapy Assistants, 2000
 660172 Physical Therapy Aides, 2000

Cleaning, Building Services Except Private Houses

- 680050 Hairdressers, Hairstylists, and Cosmetologists, 1999
 680080 Manicurists, 1999
 670020 Maids and Housekeepers, 1998
 670050 Janitors and Cleaners - except Maids and Housekeeping Cleaners, 1996
 670080 Pest Controllers and Assistants, 1995

Miscellaneous Personal Service Occupations

- 680140 Amusement and Recreation Attendants, 1997
 680210 Ushers, Lobby Attendants, and Ticket Takers, 1998
 680380 Childcare Workers, 1998

Agricultural, Forestry, Fishing***Miscellaneous Agricultural, Forestry, Fishing***

- 790050 Nursery Workers, 1997
 790300 Gardeners, Groundskeepers - except Farm, 1995
 790330 Pruners, 2000
 790410 Laborers, Landscaping and Groundskeeping, 1998

LIST OF OCCUPATIONS

Production, Construction, Operations, Material Handling***First-Line Supervisor/Manager - Blue Collar***

810050 First Line Supervisors/Managers Construction Trades and Extractive Workers, 1997

Mobile Equipment Mechanics, Repairers

851320 Maintenance Repairers - General Utility, 1994 and 1998
 853020 Automotive Mechanics, 1994 and 1998
 853050 Automotive Body and Related Repairers, 1997
 853110 Bus and Truck Mechanics and Diesel Engine Specialists, 1999
 857020 Telephone and Cable T.V. Line Installers and Repairers, 1999
 857050 Data Processing Equipment Repairers, 1994 and 2000
 857080 Electronic Home Entertainment Equipment Repairers, 2000
 857110 Electric Home Appliance and Power Tool Repairers, 1999
 859020 Heating, Air Conditioning, Refrigeration Mechanics, and Installers, 1994

Carpenters and Related Workers

871020 Carpenters, 1995

Electricians and Related Workers

872020 Electricians, 1994

Masons and Related Workers

873110 Concrete and Terrazzo Finishers, 1997

Painters and Related Workers

874020 Painters, Paperhangers, 1995

Plumbers and Related Workers

875020 Plumbers, Pipefitters, Steamfitters, 1994

Construction Trades, NEC

878080 Roofers, 1999

Production Occupations, Precision

891080 Machinists, 1995 and 2000

Assemblers and Fabricators - Hand***Other Hand Workers***

939050 Electrical and Electronic Assemblers, 2000
 939140 Welders and Cutters, 1994 and 2000
 939560 Assemblers and Fabricators - Except Machine, Electrical, Electronic, and Precision, 1998

LIST OF OCCUPATIONS

Plant and System Occupations

950080 Chemical Plant and Systems Operators, 1995
955559999 Hazardous Materials Waste Technicians, 1994
168267998 Hazardous Waste Disposal Specialists, 1997

Motor Vehicles Operators

971020 Truck Drivers - Heavy or Tractor Trailer, 1998
971050 Truck Drivers, Light - including Delivery and Route Workers, 1996 and 2000
971170 Driver/Sales Workers, 1995
921683999 Forklift Operators, 1999

Material Movement Equipment Operators

979470 Industrial Truck and Tractor Operators, 1995 and 1999

Construction Trades, Extractive-Helpers

983120 Helpers - Carpenters and Related, 1997

Miscellaneous Helpers, Laborers - Hand

989020 Hand Packers and Packagers, 1996 and 1999

CHAPTER 2

OCCUPATIONAL SELECTION

The following process was used to select the occupations to be included each year. Initially, criteria were identified to narrow the list of occupations to be surveyed. The criteria were:

- the majority of occupations have a substantial employment base in the county
- the majority of occupations have a substantial number of job openings in the county
- the majority of occupations accept a high school diploma as the required educational level for employment

For these three criteria, occupational forecast tables prepared by the California Employment Development Department were reviewed. These tables provide past, present and future employment by occupation and projected job growth rates for occupations in Contra Costa County. Using these tables, a preliminary list was developed. Those occupations showing a strong projected growth rate and/or having a substantial employment base, and expected to have a substantial need for replacement employees were selected.

This list was reviewed by local users of labor market information who were invited to community meetings at the beginning of each program year. With input from these users, occupations were dropped and others added until a final list of occupations to be studied for the year was developed. Each occupation was then clearly defined to ensure that the information collected pertained to the appropriate occupations.

DEFINITION OF OCCUPATION

Occupations represent what workers do. They are the name or title used to identify the various activities and functions of a worker. The method for classifying an occupation used in the program is the Occupational Employment Statistics (OES) classification system developed by the U.S. Department of Labor's Bureau of Labor Statistics (BLS), or the Dictionary of Occupational Titles (DOT) developed by the Department of Labor. BLS uses the OES classification system nationwide to study staffing patterns within industries. The DOT is used nationwide to properly match jobs with workers.

SURVEY SAMPLE SELECTION

After the occupations were selected and defined, an employer sample was developed for each occupation. One consideration in drawing up the employer sample was to identify the industry classification.

An industry is a title for a group of firms that produce similar goods and services. An industry title represents the economic activity in which a firm is engaged. Industries are classified by the Standard Industrial Classification Manual. There are nine major industry groups that contain detailed industry categories. Every firm in the state is classified in one or more of these detailed industry categories, according to the products or services they provide.

SURVEY SAMPLE SELECTION

EDD staff, using a detailed database of employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. For example, a registered nurse would generally work for a firm classified in the health services category, whereas a receptionist and information clerk may be scattered across several industries, such as health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would receive questionnaires. This sample was carefully reviewed by the LMI staff and employers were added and deleted, as appropriate, to obtain a sample of 40 employers for each occupation. This process of adding and deleting employers included the following procedures:

- To the extent possible, staff attempted to verify the existence of the occupation at the company in the original sample. Many employers were eliminated from the sample at this time because they never hired in the occupation or no longer hired in the occupation due to downsizing and/or restructuring, they were no longer in business, or a local address or phone number could not be verified. Whenever it was determined that a firm hired in the occupation, a contact person's name was obtained, the study was described, and participation was encouraged.
- As necessary, other employers not selected for the original EDD sample were added to ensure a sample size of 40 employers. These employers were selected based on staff's knowledge of local firms, the Yellow Pages, or other directories of county firms.

QUESTIONNAIRE DEVELOPMENT

A basic questionnaire was used for all occupations. The LMI Specialist, with the assistance of EDD staff, developed a list of skills that was added to each questionnaire prior to beginning the survey.

SURVEY PROCEDURES

The following survey procedures were used each year:

- Questionnaires were mailed to a sample of 40 employers for each occupation, beginning May 17, 2000.
- Employers not responding within a stated response time were contacted by phone to encourage them to return the questionnaire, via mail or fax. Employers were also given the opportunity to complete the questionnaire by phone.
- All surveys were reviewed to monitor accuracy and completeness. Employers were contacted if answers were unclear.
- If a sufficient number of responses could not be obtained from the finalized sample of 40 employers, additional employers to survey were again identified. This was necessary when an employer could not match the occupational description with a company position, or refused to participate in the survey.
- Data collection was completed on May 25, 2001.

TABULATION AND RESULTS

The local LMI Aides entered survey responses into a database and tabulations were generated on computer software provided by EDD, with the exception of workforce development specific data, which were tabulated separately. From those tabulations, the data were analyzed and the final occupational summaries were prepared.

Each occupational summary contains information on education, training and other hiring requirements, computer skills sought, schools offering related training programs, wages and fringe benefits, promotional opportunities, size and employment of the occupation, supply and demand, employment trends and other information.

Specific employer information is and will remain confidential.

CHAPTER 3

Following are descriptions of each section of the Occupational Summaries:

OCCUPATION

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) or Dictionary of Occupational Titles. The titles and definitions are based on the OES dictionary published by the Bureau of Labor Statistics, updated for California as of July 1993, and the DOT, published by the U.S. Department of Labor, Employment and Training Administration, Fourth Edition, Revised in 1991.

KEY TERMS

The words **all**, **almost all**, **most**, **many**, **some** or **few** are used when showing percentage of responding employers' replies to an occupation's employment. The reader should use the following guidelines when these terms are used:

All Employers	100%
Almost All employers	80% up to but not including 100% of the survey respondents
Most employers	60% up to but not including 80% of the survey respondents
Many employers	40% up to but not including 60% of the survey respondents
Some employers	20% up to but not including 40% of the survey respondents
Few employers	Less than 20% of the survey respondents

EDUCATION, TRAINING, AND EXPERIENCE

This section presents the educational level of recent new hires, whether training may be substituted for experience and whether responding employers require previous work experience.

Education of recent hires indicates the level of formal education that most of the recently hired employees in the occupation have. Employers were asked to check only one level of education from the choices (less than high school, high school or equivalent, some college but no degree, associate 2-year degree, bachelor 4-year degree, or graduate study).

Training, for the 1998 Occupational Summaries, shows the percentage of responding employers who stated they would accept training as a substitute for experience **always**, **usually**, **sometimes**, or **never**. For the 1999 and 2000 Occupational Summaries, training shows the percentage of responding employers who stated **training is required**, **is not required**, **or is not required, but preferred** prior to employment. Employers were asked about the amount and type of training for the occupation.

Previous work experience required, for the 1998 Occupational Summaries, reports the percentage of responding employers who state that previous work experience is required **always**, **usually**, **sometimes**, or **never**. Also reflected is the number of months and type of previous experience that meet the qualifications of those employers requiring experience. The months shown represent a range stated by the responding employers. For the 1999 and 2000 Occupational Summaries, previous work experience required reports the percentage of responding employers who state previous work experience **is required**, **is not required**, **or is not required, but preferred**. Also reflected is the number of months and type of previous work experience reported as acceptable prior to employment.

OTHER REQUIREMENTS

This section presents typical employer preferences for skills and key personal traits of those working in the occupation, as well as schools offering related training programs for the occupation.

Skills and qualifications required were rated as **very important** to **not important** by responding employers from a list included in the questionnaire. In 1998 employers were asked about additional skills needed to become eligible for promotion. In 1999, employers were asked about additional skills needed for career advancement. Each year employers were asked to identify **new skills** desired to perform the functions of the occupation over the next three years. Additionally, each year employers were asked which computer skills were sought. In 1999 and 2000, employers were asked to identify which software applications are used.

Workforce development questions were asked to address specific promotion, training and staffing issues surrounding job seeker needs.

Local schools offering related training programs are listed alphabetically for each occupation surveyed. Please refer to Appendix A for a list of local schools offering courses related to the occupations studied 1994 - 2000. Please refer to the State Training Inventory (<http://sti.soicc.ca.gov/sti>) for further program information.

Training data was collected in fall and winter of 1998, 1999, and 2000. The validity of this information is based solely on information provided by the training facility. Users of this information are encouraged to contact the training provider to verify the accuracy of the information.

WAGES AND OTHER INFORMATION

The wage data enables comparison of salaries within certain ranges. Wage data do not represent official prevailing wages. The ranges represent information obtained primarily from employer surveys, with extreme answers excluded. Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision. LMI staff collected wage data in the summer, fall and winter of 2000, and spring of 2001. Terms used to describe employees' experiences are:

New hires, no experience	The wages of persons trained but with no paid experience in the occupation.
New hires, experienced	The wages paid to journey-level or experienced persons just starting at the firm.
Experienced, 3 years with firm	The wages generally paid to persons with three years' journey-level experience at the firm.

Hours show the full-time, part-time, temporary/on call, and seasonal status of employees reported by responding employers and the average hours employees in each of these time bases work.

Unionization shows the percentage of firms and employees that are union. In 1998 and 1999, this section also lists the union organizations which employers report affiliation.

OTHER REQUIREMENTS

Employment Distribution by Gender gives a percent breakdown of gender distribution in the particular occupation.

Fringe Benefits show the percentage of responding employers offering benefits to employees working in the occupation. In 1999, fringe benefits show the percentage of responding employers offering employer-paid benefits to employees working in the occupation.

Promotional opportunities refer to advancement opportunities to a higher position. This information is obtained from the responding employers' answers to the question regarding promotional possibilities from the occupation to a higher level position.

TERMS USED IN OCCUPATIONAL SUMMARY SECTION

SIZE AND EMPLOYMENT OUTLOOK

SIZE

The size of a particular occupation refers to the estimated number of workers within Contra Costa County. Occupational size in Contra Costa County is measured using the following scale:

	1998	1999	2000
Small	Less than 500	Less than 491	Less than 499
Medium	500 to 999	491 to 981	499 to 997
Large	1,000 to 2,000	982 to 2,127	998 to 2,160
Very Large	2,001 and above	2,128 and above	2,161 and above

OUTLOOK

In most cases, one of several standard terms will describe the expected occupational growth rate for the outlook period.

Much Faster than average	= 1.5 or more
Faster Than Average	= 1.1 to but not including 1.5
Average	= 0.9 to but not including 1.1
Slower Than Average	= 0.10 to but not including 0.9
Remain Stable	= -0.10 to but not including 0.10
Slow Decline	= less than -0.10

The projected average growth for Contra Costa County in 1998 was 21.4 percent, in 1999, the projected average growth was 21.4 percent, and in 2000 the projected average growth was 18.0 percent.

Unless otherwise noted, the employment trends are projected to five years in the future. It is important not to over emphasize growth in an occupation.

For most occupations, more openings are the result of industry growth rather than of workers leaving the labor force (attrition) or changing occupations. Replacement openings are most numerous in occupations with relatively low training.

SUPPLY AND DEMAND ASSESSMENT

The terms presented in this section of the 1999 and 2000 summaries refer to the relative difficulty employers experienced in locating qualified applicants for entry-level and experienced positions in the occupation. The terms used in describing the local supply and demand situation found in the area currently are defined as:

Very Difficult	Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when openings exist.
Moderately Difficult	Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Applicants may find little competition in their job search.

TERMS USED IN OCCUPATIONAL SUMMARY SECTION

SIZE AND EMPLOYMENT OUTLOOK

Not Difficult	Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.
----------------------	--

The terms presented in this section of the 1998 summaries refer to the relative difficulty employers experienced in locating qualified applicants for entry-level and experienced positions in the occupation. The terms used in describing the local supply and demand situation found in the area currently are defined as:

Very Difficult	Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when openings exist.
-----------------------	---

Somewhat Difficult	Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.
---------------------------	---

A Little Difficult	Supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.
---------------------------	--

Not Difficult	Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.
----------------------	--

Employers were asked how many vacancies were filled in their firms over the last 12 months due to promotions, employees leaving, new positions, or temporary/seasonal workers.

In 1998 employers were asked if they expect their firms' employment in the occupation to decline, remain stable, or grow over the next three years. In 1999 and 2000 employers were asked if they expect their firms' employment in the occupation to decline, remain stable, or grow over the next two years.

RECRUITMENT

Recruitment lists main methods responding employers use to recruit employees.

MAJOR EMPLOYING INDUSTRIES

Types of industries shown in this section, for OES coded occupations, were derived from the major Standard Industrial Classification (SIC) codes of employers surveyed. For non-OES coded occupations, types of industries shown in this section were derived from the SIC codes of responding employers.

Related Dictionary of Occupational Titles (DOT) Code refers the reader to a related DOT code that users could refer to when researching occupations.

California Occupational Guide Number (COG#) refers to a series of detailed occupational descriptions prepared by the Labor Market Information Division of the Employment Development Department. These guides are updated regularly and provide information relevant to the State of California. Not all occupations had a corresponding guide at the time this document was printed but new occupations are regularly added. It is recommended that you refer to the Occupational Guides for more detailed information concerning the occupation.

SIZE AND EMPLOYMENT OUTLOOK

LICENSE/CERTIFICATION

Though not included in the individual occupational summaries, Appendix B provides a list of those occupations surveyed that require a license or certificate. Information regarding license/certification was obtained from the California License Handbook, 6th edition, 1999. Please refer to Appendix B for further information.

CHAPTER 4

Seventy-four occupational summaries appear in this section for the years 1998, 1999, and 2000. Data on these occupations were collected in the summer, fall, and winter of each of the survey years. The summaries for the occupations studied in 1998 and 1999 are printed in their original format. Data cited are findings as they were during the year surveyed. Though there are some differences in the format in 1999, the same type of information is basically provided for all three years. Changing economic conditions after the survey period could alter the results presented in these summaries.

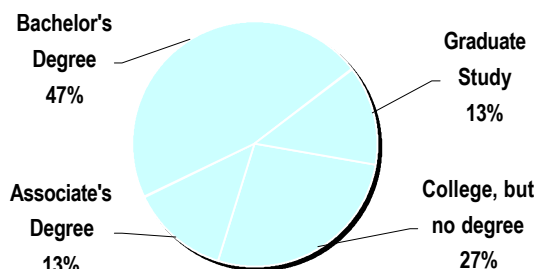
ACCOUNTANTS AND AUDITORS

15 Employers Represented

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data. **OES Code: 211140**

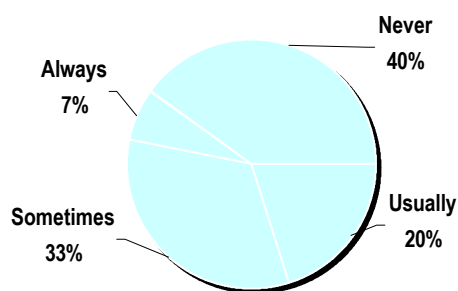
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



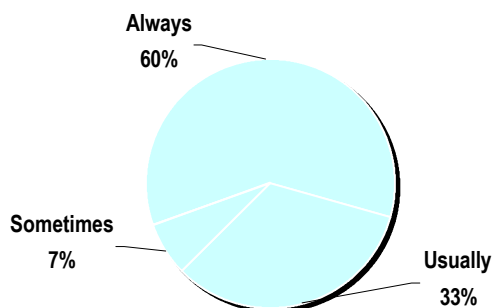
Many (47%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (40%) employers state that training is never accepted as a substitute for experience. **Desired training when acceptable:** 12 to 48 months Accounting, Financial Management, CPA License, or Bachelor's degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 36 months Accounting, Bookkeeping, Auditing, or Tax Preparation.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Problem solving skills	3.0
Ability to use accounting software	2.9
Knowledge of computerized accounting systems	2.9
Business math skills	2.8
Ability to write effectively	2.7
Budget analysis skills	2.7

Personal

Ability to pay attention to detail	3.0
Ability to read and comprehend information quickly	3.0
Ability to work under pressures	3.0
Ability to work independently	3.0
Customer service skills	2.8
Willingness to work with close supervision	2.5

Basic

Ability to read and follow instructions	3.0
Ability to write legibly	2.9
Oral communication skills	2.8

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Supervisory skills, management skills, excellent technical skills, leadership skills, willingness to work additional hours, continuing education, and creative skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Continuing education, and heavy computer software.

COMPUTER SKILLS SOUGHT:

All (100%) seek spreadsheet; **almost all** (80%) seek word processing; **many** (40%) seek database; a **few** (20%) seek desktop publishing, and **some** (30%) seek other (e.g. accounting software).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University, Hayward - Contra Costa Campus
- Diablo Valley College
- St. Mary's College School of Extended Education
- University of Phoenix

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.59 - \$22.71	\$11.99
New hires, experienced:	\$12.00 - \$28.77	\$19.57
Experienced, 3 years with firm:	\$15.00 - \$33.56	\$23.79

Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$14.86 - \$17.57	\$16.21
New hires, experienced:	\$14.86 - \$21.58	\$19.65
Experienced, 3 years with firm:	\$17.19 - \$23.75	\$21.33

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (96%) employees worked full-time averaging 40 hours a week, and a **few** (4%) worked part-time averaging 27 hours a week.

Unionization

Some (20%) firms, and **most** (60%) employees are union.

Gender

Male (41%), Female (59%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	93%	7%
Dental Insurance	86%	7%
Vision Insurance	43%	7%
Life Insurance	79%	7%
Paid Sick Leave	93%	14%
Paid Vacation	100%	14%
Retirement Plan	79%	14%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervisor
- Senior Accountant
- Department Head
- Manager

Related Dictionary of Occupational Titles (DOT) Code:

160.162-010, 160.162-018, 160.162-022, 160.162-026, 160.167-010, 160.167-026

For more information, see COG #1

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Very Large

Projected new jobs: 970

Openings due to separations: 330

Projected growth between 1995-2002 is faster than average, 30.6%.

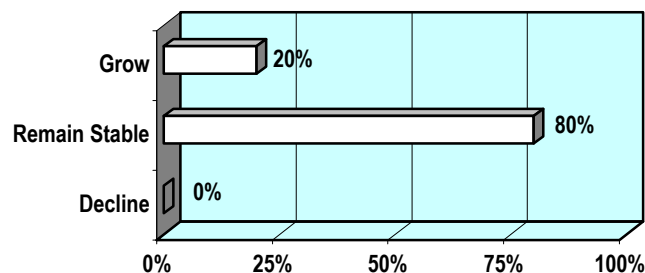
(Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced applicants and **some** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **some** (38%) vacancies filled over the last 12 months were due to new positions; **some** (25%) filled were due to employees leaving or temporary/on-call work, and a **few** (13%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (20%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Newspaper ads
- In-house promotion or transfer
- Employees referrals
- Other: open exam

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Insurance Agents, Brokers, and Service
- Computer Related Services
- Real Estate Agents and Managers
- Investment Advice
- Individual and Family Services
- Elementary and Secondary Schools
- Engineering Services
- Accounting, Auditing, and Bookkeeping
- Local Government

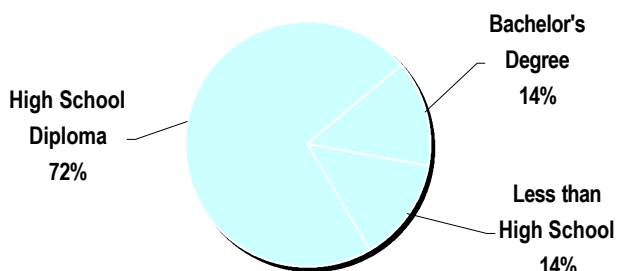
ADJUSTMENT CLERKS

14 Employers Represented

Adjustment Clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibility for errors, and notify customer and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill. **OES Code: 531230**

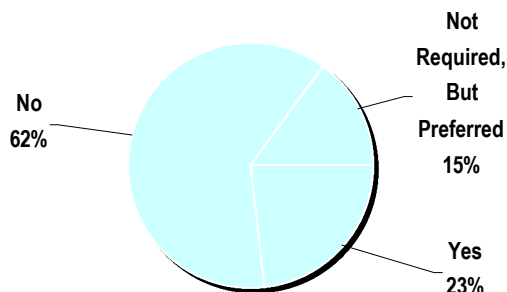
EMPLOYER REQUIREMENTS

EDUCATION



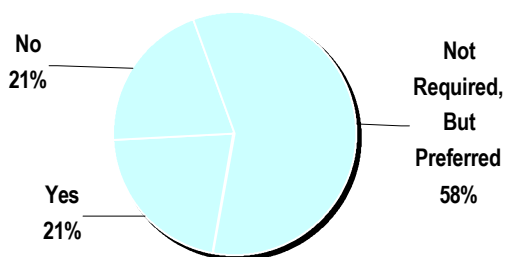
Most (72%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING



Some (23%) employers report that training is required prior to employment. **Most** (64%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 8 months Computer/PC Training, Insurance Background, or Cashiering.

EXPERIENCE



Many (21%) employers report that work experience is required. **Almost all** (90%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 7 months Retail Sales, Public Relations, or Secretary.

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of available positions	54%
Lack of motivation	31%
Lack of training	8%
Lack of upgraded skills	8%

Training resources used to upgrade skills:

On-the-Job Training	77%
Workshops	15%
Adult Education	0%
Community College	8%
Other	8%

Apprenticeship training program availability:

No	77%
Yes	15%

Type of employee found through a staffing service:

Temporary-to-Permanent	46%
None of the Above	46%
Temporary	31%
Project	8%
Seasonal	0%
All of the Above	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Coaching/supervising, analytical/spreadsheet, PC sales, problem-solving, negotiating, communication, and insurance knowledge.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

People skills, flexibility, take charge, handle interruptions, ability to converse intelligently.

COMPUTER SKILLS SOUGHT: (10 of 14 firms responding)

Word Processing	70%
Spreadsheet	60%
Database	50%
Other	60%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$6.00 - \$11.51	\$ 9.99
New hires, experienced:	\$7.25 - \$17.26	\$10.95
Experienced, 3 years with firm:	\$9.25 - \$15.00	\$13.47

Hours Worked

	% of Employees	Weekly Hours
Full-Time	80%	39
Part-Time	13%	23
Temporary/On-Call	7%	10

Unionization

None reported.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	21	0	71	21	0	0
Dental	7	0	57	7	7	0
Vision	7	0	29	7	0	0
Life	36	7	29	7	0	0
Sick	71	21	7	0	0	0
Vacation	79	21	14	0	0	0
Retirement	36	0	29	7	0	0
Child Care	0	0	0	0	14	0
Other	0	0	7	0	0	0
(401k)						

PROMOTIONAL OPPORTUNITIES

Most (79%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Scheduling Analyst
- Supervisor, CSR Supervisor
- Manager: Department, District, General, Office, and Sales
- Trainer
- Team leader
- Senior Account Executive

Related **Dictionary of Occupational Titles (DOT) Code:**

219.362-010, 239.362-014, 241.267-034, 241.367-014

For more information, see COG #562, 16, 261, 295

EMPLOYMENT TRENDS

Occupation size: Large
 Projected new jobs: 280
 Openings due to separations: 70
 Gender: 25% Male 75% Female
 Projected growth between 1997 2004 is average, 18.9%
 (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced: **Very difficult**. Employer demand is considerably greater than the supply of qualified applicants.

Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

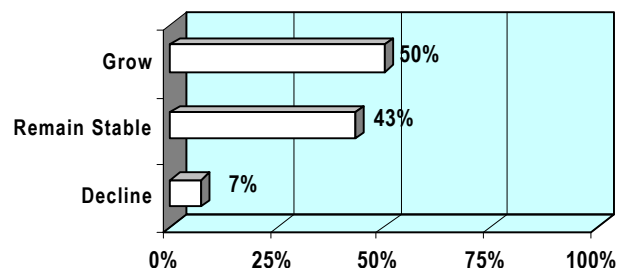
Annual Turnover

Employers responding to the survey report (21%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 42%
 New Positions 23%
 Promotions 22%
 Temporary 13%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Newspaper ads
- Employee referrals
- In-house promotion or transfer

WHERE THE JOBS ARE

- Banks, National Commercial
- Department Stores
- Furniture Stores
- Insurance Agents, Brokers & Services
- Newspaper Publishing & Printing
- Periodical Publishing & Printing
- Radio, Television, & Consumer Electronics Stores

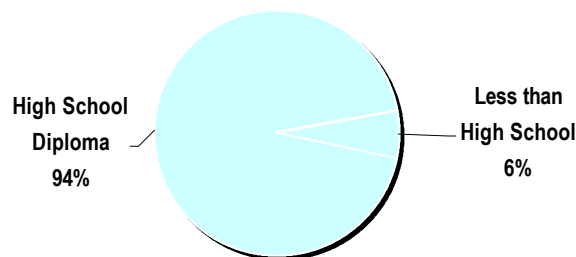
ASSEMBLERS AND FABRICATORS EXCEPT MACHINE, ELECTRICAL, ELECTRONIC, AND PRECISION

16 Employers Represented

Assemblers and Fabricators in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Includes assemblers whose duties are of a non-precision nature. Does not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing.
OES Code: 939560

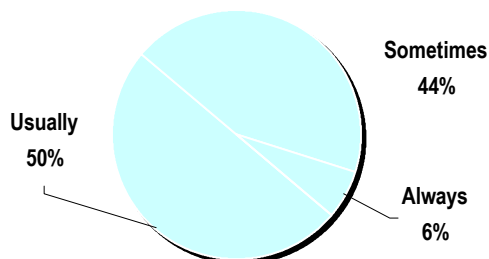
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



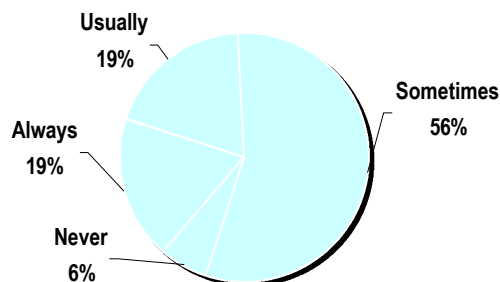
Almost all (94%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (50%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 3 to 6 months OJT, Laborer, Handyman, Metal Shop, Machine Shop Assembly, Production, Welding, or Production Worker.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (56%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 3 to 6 months Assembler, Fabricator, Construction Helper, Layout, Production Helper, Mold Builder, Laborer, Basic Shop, Machine Operator, or OJT.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Attention to detail	2.8
Ability to operate power tools	2.8
Ability to read blueprints	1.9
Ability to use and read a tape measure	1.8
Record keeping skills	1.2
Ability to operate computer controlled tools	1.2

Physical

Full use of hands, arms, and fingers	3.0
Good hand-eye coordination	3.0
Manual dexterity	2.8
Ability to stand for prolonged periods of time	2.6

Personal

Ability to work under pressure	3.0
Ability to work as part of a team	2.8
Ability to work independently	2.8
Mechanical aptitude	1.7

Basic

Ability to perform routine, repetitive work	2.9
Ability to perform basic mathematical computations	1.7
Basic writing skills	1.5

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Ability to read measurements correctly, ability to guide, give and follow instructions, bilingual, and ability to set up and operate machines.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

None reported.

COMPUTER SKILLS SOUGHT:

A **few** (6%) seek word processing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Regional Occupational Program of Contra Costa County

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 1998

ASSEMBLERS AND FABRICATORS EXCEPT MACHINE, ELECTRICAL, ELECTRONIC, AND PRECISION

255 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$ 5.75 - \$11.51	\$ 9.29
New hires, experienced:	\$ 5.75 - \$14.86	\$11.00
Experienced, 3 years with firm:	\$ 8.00 - \$19.18	\$13.50

Union	Range	Median
New hires, no experience:	\$ 7.00 - \$10.00	\$ 8.00
New hires, experienced:	\$ 7.50 - \$17.00	\$11.68
Experienced, 3 years with firm:	\$ 8.00 - \$20.00	\$15.00

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (84%) employees worked full-time averaging 40 hours a week; a **few** (12%) worked temporary/on call averaging 40 hours a week, and a **few** (4%) worked part-time averaging 23 hours a week.

Unionization

Many (50%) firms, and **many** (48%) employees are union.

Gender

Male (91%), Female (9%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	92%	0%
Dental Insurance	54%	0%
Vision Insurance	31%	0%
Life Insurance	46%	0%
Paid Sick Leave	31%	0%
Paid Vacation	85%	0%
Retirement Plan	46%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Machine Shop Operator
- Lead
- Foreman

Related **Dictionary of Occupational Titles (DOT) Code:**

700.684-014, 701.687-010, 731.687-010, 732.687-010

For more information, see COG #47

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

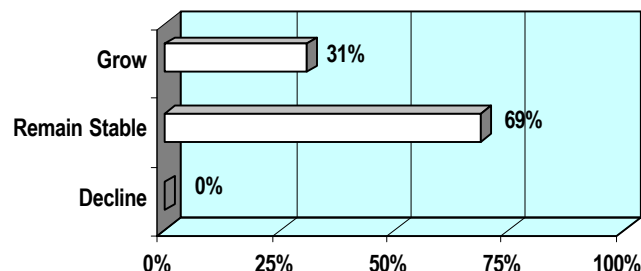
Occupation size: Large
 Projected new jobs: 360
 Openings due to separations: 190
 Projected growth between 1995-2002 is slower than average, 15.2%.
 (Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (62%) vacancies filled over the last 12 months were due to employees leaving; **some** (21%) filled were due to temporary/on call, and a **few** (16%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (69%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (31%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Recruit via newspaper ads
- Hire unsolicited applicants

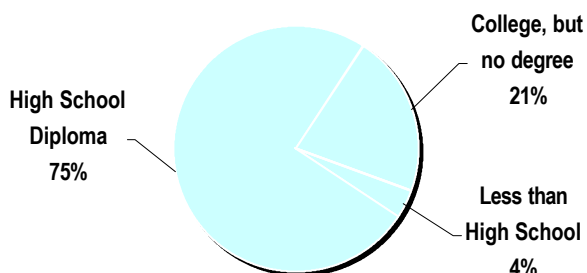
MAJOR EMPLOYING INDUSTRIES (In survey area)

- Special Trade Contractors, NEC
- Wood Pallets and Skids
- Steel Wire and Related Products
- Sheet Metalwork
- Fabricated Metal Products, NEC
- Process Control Instruments
- Pumps and Pumping Equipment
- Industrial Machinery
- Welding Repair

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists. **OES Code: 853020**

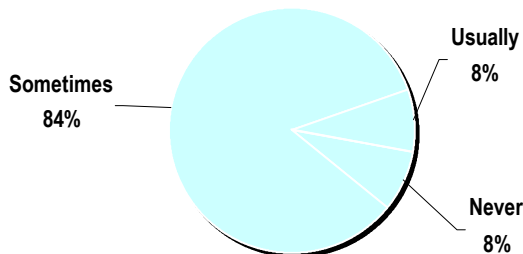
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



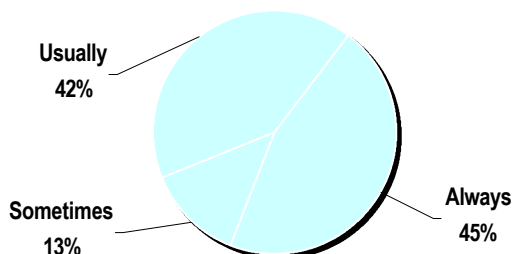
Most (75%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Almost all (84%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months ASE Certification, Smog License, Basic Mechanical and Electrical Training, or Associate's Degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (45%) employers report that work experience is always required. **Desired work experience when acceptable:** 6 to 30 months Automotive Technician, Apprentice, or Lube Technician.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to implement safe work practices	3.0
Possession of a driver's license	2.5
Database skills	1.4
Ability to repair brakes	1.3
Ability to operate electronic automotive diagnostic equipment	1.3
Certified in Auto Service Excellence (ASE)	1.3
Ability to repair fuel injection systems	1.3
Ability to repair emission controls	1.2
Ability to repair vehicle air conditioners	1.2
Certified in auto air conditioning maintenance and repair	1.2
Certified as a Smog Control Mechanic	1.1
Ability to repair vehicle heaters	1.1

Personal

Ability to work independently	2.8
Ability to work with close supervision	2.6
Possession of a good DMV driving record	2.5

Basic

Ability to read and follow instructions	3.0
Basic math skills	2.8
Oral communication skills	2.8
Ability to write legibly	2.8

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Inventory and employee management skills, able to train employees, computer skills, accounting, bookkeeping and record keeping skills, communication skills, legal logic skills, positive attitude, additional service and technical training, leadership/supervisory skills, selling skills, lead by example, work independently, and typing skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Advanced automotive, computer-aided diagnostics, electronic diagnostics, antilock brake repair, smog license, and typing.

COMPUTER SKILLS SOUGHT:

Many (50%) seek database; **many** (42%) seek other (e.g. basic computer skills, windows, and automotive diagnostic software), and **some** (25%) seek word processing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Regional Occupational Program of Contra Costa County

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$22.00	\$ 9.00
New hires, experienced:	\$ 6.75 - \$23.01	\$13.50
Experienced, 3 years with firm:	\$ 7.50 - \$30.00	\$20.00

Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$18.00	\$12.00
New hires, experienced:	\$12.50 - \$26.43	\$22.33
Experienced, 3 years with firm:	\$22.00 - \$26.43	\$23.25

Employers also pay commission.

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (85%) employees worked full-time averaging 40 hours a week, and a **few** (15%) worked part-time averaging 30 hours a week.

Unionization

Some (33%) firms, and **some** (25%) employees are union.

Gender

Male (92%), Female (8%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	96%	4%
Dental Insurance	83%	0%
Vision Insurance	63%	0%
Life Insurance	75%	4%
Paid Sick Leave	13%	8%
Paid Vacation	92%	8%
Retirement Plan	79%	8%
Child Care	4%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Service Advisor
- Service Supervisor
- Foreman
- Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
620.261-034

For more information, see COG #24

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Large
 Projected new jobs: 860
 Openings due to separations: 320
 Projected growth between 1995-2002 is much faster than average, 38%.

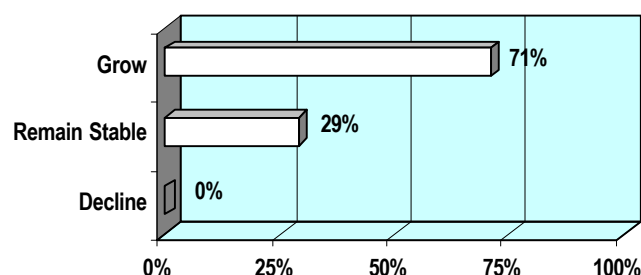
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (54%) vacancies filled over the last 12 months were due to employees leaving; **some** (32%) filled were due to promotions, and a **few** (14%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (71%) employers responding expect this occupation's employment to grow over the next 3 years, and **some** (29%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- In-house promotion or transfer
- Employees referrals
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- New and Used Car Dealers
- Automotive Services, NEC
- General Automotive Repair Shops
- Gasoline Service Stations
- Lawn and Garden Services

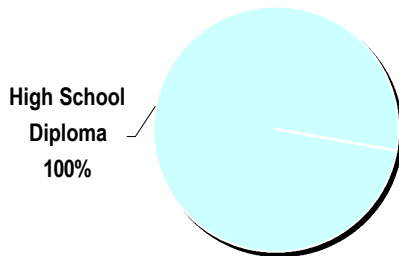
BILL AND ACCOUNT COLLECTORS

14 Employers Represented

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond initiating repossession proceedings or service disconnection and keeping records of collection and status of accounts. Does not include collectors of money from coin boxes. **OES Code: 535080**

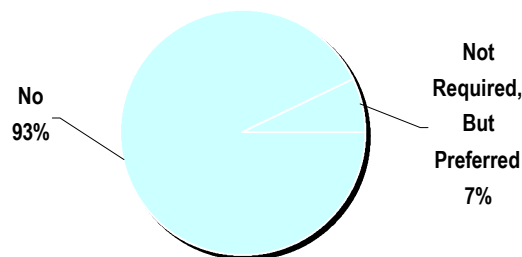
EMPLOYER REQUIREMENTS

EDUCATION



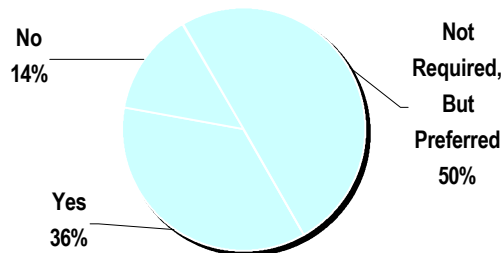
All (100%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING



No (0%) employers report that training is required prior to employment. **Many** (50%) employers report that training is accepted as a substitute for experience. **Type of training required:** None.

EXPERIENCE



Some (36%) employers report that work experience is required. **Almost all** (90%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 12 months Banking, Collections, Administrative, Accounting, Customer Service, or Insurance.

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of motivation	36%
Lack of available positions	36%
Lack of training	14%
Lack of upgraded skills	7%

Training resources used to upgrade skills:

On-the-Job Training	57%
Adult Education	21%
Community College	14%
Workshops	21%
Other	7%

Apprenticeship training program availability:

No	86%
Yes	14%

Type of employee found through a staffing service:

None of the Above	79%
Temporary-to-Permanent	14%
All of the Above	0%
Temporary	7%
Project	0%
Seasonal	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Flexibility, dependability, quick learner, motivation, industry knowledge, leadership and independence.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Analytical and logical thinking, good verbal communication, payroll, taxes, sales, computer literacy, accuracy and workers compensation insurance knowledge.

COMPUTER SKILLS SOUGHT: (11 of 14 firms responding)

Word processing	64%
Spreadsheet	45%
Database	55%
Other	45%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for training provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%,
Many = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union/Union	Range	Median
New hires, no experience:	\$6.50 \$13.69	\$ 7.50
New hires, experienced:	\$6.75 - \$17.55	\$13.00
Experienced, 3 years with firm:	\$7.50 - \$21.29	\$15.17

Hours Worked

	% of Employees	Weekly Hours
Full-Time	82%	39
Part-Time	16%	22
Temporary/On-Call	3%	40

Unionization

Union firms	1 of 14	7%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	21	7	29	7	0	0
Dental	7	0	21	7	0	0
Vision	7	0	14	7	0	0
Life	7	0	7	7	0	0
Sick	64	14	0	0	0	0
Vacation	71	14	0	0	0	0
Retirement	21	0	21	7	0	0
Child Care	0	0	0	0	0	0
Other	0	0	14	7	0	0
(Cable TV)						

PROMOTIONAL OPPORTUNITIES

Many (57%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor
- Loan Officer
- Office Manager
- Senior Collector
- Collection Supervisor
- Senior Level

Related **Dictionary of Occupational Titles (DOT) Code:**
241.357-010, 241.367-022

For more information, see COG #561, 26, 295

EMPLOYMENT TRENDS

Occupation size: Medium
 Projected new jobs: 200
 Openings due to separations: 160
 Gender: 21% Male 79% Female
 Projected growth between 1997 2004 is faster than average, 26.3%
 (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

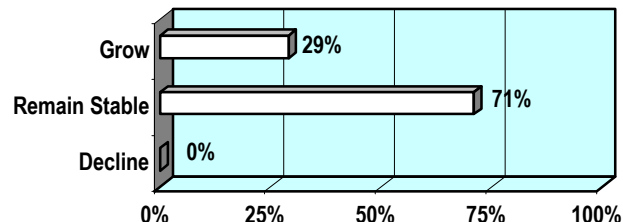
Annual Turnover

Employers responding to the survey report a (24%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 70%
 New Positions 7%
 Promotions 23%
 Temporary 0%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Newspaper ads
- Employee referrals
- In-house promotion or transfer

WHERE THE JOBS ARE

- Credit Unions, Federally Chartered
- Collection & Adjustment Services
- Dentists, Offices & Clinics
- Furniture Stores
- Hospitals, General Medical & Surgical
- Medical, Dental & Hospital Equipment, Wholesale
- Telegraph & Other Message Communications
- Telephone Communications

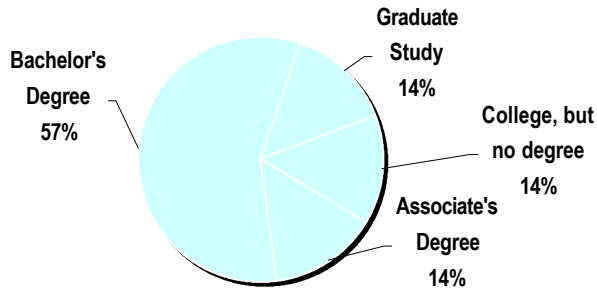
BIOTECHNOLOGY RESEARCH ASSISTANTS

7 Employers Represented

Biotechnology Research Assistants may be responsible for a wide variety of research laboratory tasks and experiments used to create products such as new drugs and vaccines to combat AIDS, cancer and heart disease. These tasks and experiments may also apply to developing new foods, veterinary medicine, medical devices, plastics and pollution control products. **Non OES Code: 041061999**

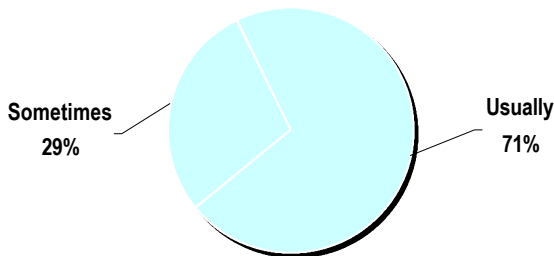
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



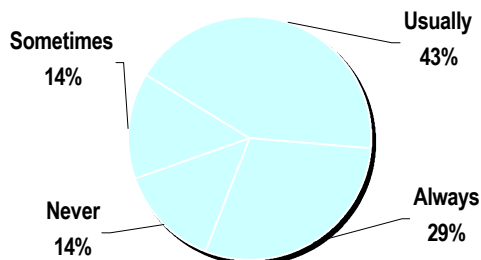
Many (57%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (71%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 12 to 24 months Lab training, College level Biology or Chemistry, or an Associates or Bachelor's degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (43%) employers report that work experience is usually required. **Desired work experience when acceptable:** 15 months Research Associate, Lab Assistant, or Chemist.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Completion of courses in biological sciences	3.0
Ability to perform laboratory tasks	3.0
Ability to accurately record and report information	3.0
Ability to prepare technical reports	2.0
Analytical skills	2.0
Ability to use computer applications in research	0.0

Physical

Ability to concentrate for long periods of time	3.0
Ability to operate a microscope for prolonged periods	3.0

Personal

Ability to work as part of a team	3.0
Ability to meet deadlines	3.0
Ability to work under pressure	2.0
Ability to manage multiple priorities	2.0

Basic

Ability to read and follow instructions	3.0
Ability to write legibly	3.0
Ability to read and understand relevant scientific literature	3.0
Strong observational and computation skills	2.0
Good oral, written and computer communication skills	2.0

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Independence and experience.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

None reported.

COMPUTER SKILLS SOUGHT:

A **few** (14%) seek word processing, and a **few** (6%) seek spreadsheet.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Diablo Valley College

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 7.00 - \$ 15.34	\$10.55
New hires, experienced:	\$ 7.50 - \$ 19.18	\$16.78
Experienced, 3 years with firm:	\$10.00 - \$28.77	\$19.18

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Most (79%) employees worked full-time averaging 40 hours a week; a **few** (18%) worked part-time averaging 17 hours a week, and a **few** (3%) worked temporary/on call averaging 6 hours a week.

Unionization

None reported.

Gender

Male (49%), Female (51%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	83%	17%
Dental Insurance	83%	17%
Vision Insurance	33%	0%
Life Insurance	33%	0%
Paid Sick Leave	100%	17%
Paid Vacation	100%	17%
Retirement Plan	50%	17%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Senior Chemist
- Senior Research Assistant

Related Dictionary of Occupational Titles (DOT) Code: None

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

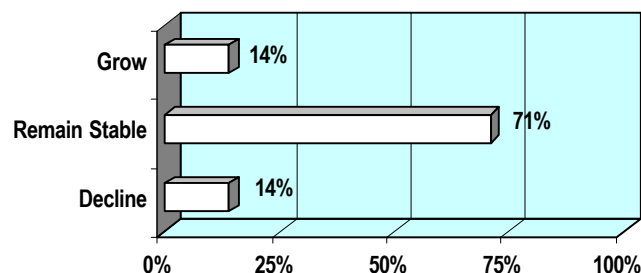
Occupation size: Data Not Available
 Projected new jobs: Data Not Available
 Openings due to separations: Data Not Available
 Projected growth between 1995-2002 Data Not Available
 (Average growth between 1995 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced inexperienced applicants that meet their hiring standards.

Employers report **many** (53%) vacancies filled over the last 12 months were due to employees leaving; **many** (41%) filled were due to new positions, and a **few** (6%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (71%) employers responding expect this occupation's employment to remain stable over the next 3 years, a **few** (14%) expect it to grow, and a **few** (14%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Newspaper ads
- Hire unsolicited applicants
- Public school or program referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Industrial Inorganic Chemicals, NEC
- Commercial Physical Research
- Business Consulting, NEC

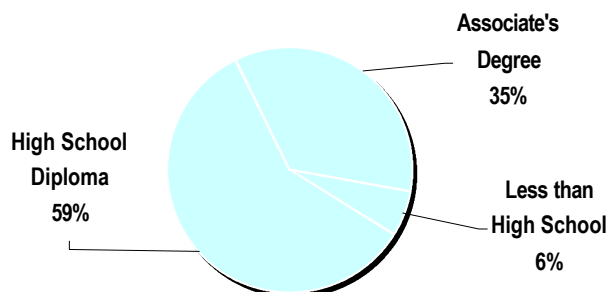
BOOKKEEPING, ACCOUNTING AND AUDITING CLERKS

17 Employers Represented

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines. **OES Code: 553380**

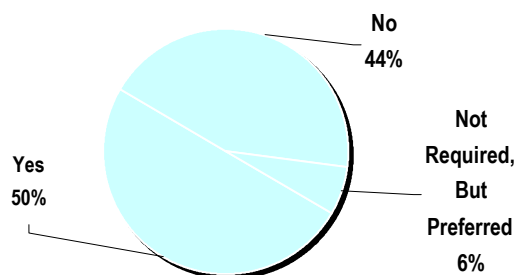
EMPLOYER REQUIREMENTS

EDUCATION



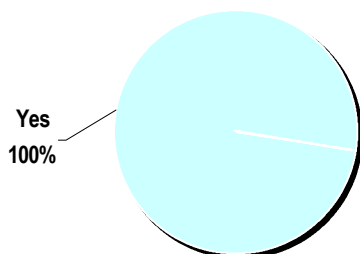
Many (59%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING



Many (50%) employers report that training is required prior to employment. **Some** (24%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 15 months Accounting, Computer Skills, or Finance.

EXPERIENCE



All (100%) employers report that work experience is required. **Many** (44%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 15 months Banking, Accounting, Computer Knowledge, or Office Manager.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of upgraded skills	35%
Lack of available positions	35%
Lack of motivation	18%
Lack of training	6%

Training resources used to upgrade skills:

On-the-Job Training	76%
Workshops	35%
Adult Education	24%
Community College	24%
Apprenticeship	12%
Other	6%

Apprenticeship training program availability:

No	94%
Yes	0%

Type of employee found through a staffing service:

Temporary	41%
None of the Above	41%
Temporary-to-Permanent	29%
Project	12%
All of the Above	6%
Seasonal	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

People skills, accounting, initiative, communication, finance, budgeting, and dependable.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Oral and writing communications, organization, accounting, 10 key, computer, and interpersonal.

COMPUTER SKILLS SOUGHT: (17 of 17 firms responding)

Word Processing	100%
Spreadsheet	100%
Database	47%
Other	47%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union/Union	Range	Median
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$11.99 - \$19.18	\$15.00
Experienced, 3 years with firm:	\$13.13 - \$24.93	\$19.00

Hours Worked

	% of Employees	Weekly Hours
Full-Time	86%	39
Part-Time	13%	27
Seasonal	1%	40

Unionization

Union firms	3 of 17	18%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	41	6	59	6	0	0
Dental	41	6	24	0	0	0
Vision	18	0	24	0	0	0
Life	65	12	6	0	6	0
Sick	88	6	0	0	0	0
Vacation	100	12	0	0	0	0
Retirement	24	6	53	0	12	0
Child Care	0	0	6	6	24	0
Other	0	0	0	0	0	0

PROMOTIONAL OPPORTUNITIES

Most (71%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Accounting Clerk
- Accounting Manager
- Assistant Manager, Business Manager
- Budget Analyst
- Accounting Assistant II, III
- Chief Financial Officer
- Accounting Controller
- Accounts Payable Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**

210.382-010, 210.382-014, 216.482-010

For more information, see COG#26

EMPLOYMENT TRENDS

Occupation size: Very Large
 Projected new jobs: 280
 Openings due to separations: 600
 Gender: 14% Male 86% Female
 Projected growth between 1997 2004 is slower than average, 6.2%
 (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

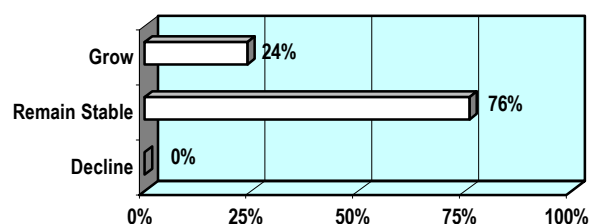
Annual Turnover

Employers responding to the survey report an (18%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 85%
 New Positions 12%
 Promotions..... 4%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Newspaper ads
- Employee referrals
- In-house promotion or transfer

WHERE THE JOBS ARE

- Accounting, Auditing & Bookkeeping Services
- Building Owner-Operators, Apartments
- Cellular and Radiotelephone Communications
- Contractors, General, Other Nonresidential Buildings
- Contractors, General, Single-Family Residential
- Hospitals, General Medical & Surgical
- Job Training & Vocational Rehabilitation Services
- Legal Services
- Metal Plating, Electroplating, Polishing & Anodizing
- Real Estate Agents, Managers & Services
- Residential Care
- Schools & Educational Services, N.E.C.
- School, Elementary & Secondary

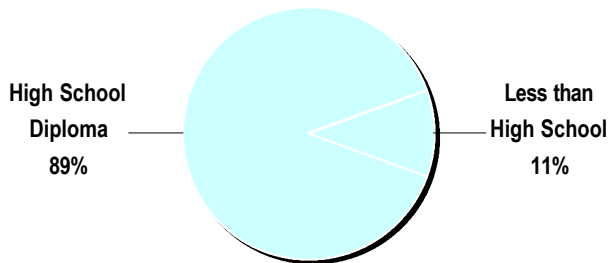
BUS AND TRUCK MECHANICS AND DIESEL ENGINE SPECIALISTS

18 Employers Represented

Bus and Truck Mechanics and Diesel Engine Specialists repair and maintain the operating condition of trucks, buses, and all types of diesel engines. This includes mechanics working primarily with automobile diesel engines. **OES Code: 853110**

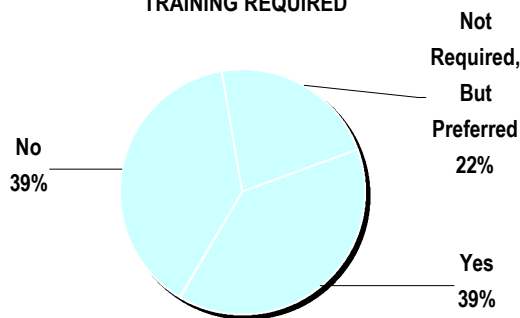
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



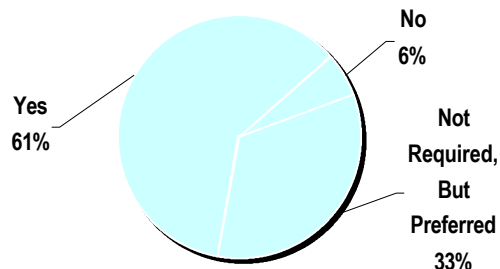
Almost all (89%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Some (39%) employers report that training is required prior to employment. **Some** (28%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 18 months Mechanic, Mechanic Apprentice, Skilled Journey-person Vocational Training, College or Technical School, or On-the-Job training.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (61%) employers report that work experience is required. **Some** (31%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 22 months of any Mechanic experience.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use hand tools	3.0
Ability to operate power tools	3.0
Ability to repair Diesel engines	2.7

Physical

Use hands, arms and fingers	3.0
Ability to lift over 50 pounds	2.9
Standing up most of the day	2.8
Working in awkward positions	2.2

Personal

Implement safe work practices	3.0
Ability to follow oral instructions	3.0
Work under pressure	2.5

Basic

Read and follow instructions	3.0
Ability to read and understand repair manuals	3.0
Communicate effectively in the English language	2.7

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Hands-on experience, management, communication, decision-making, technical, computer knowledge, higher education, and leadership.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Automotive software, class II license, and supervisory skills.

COMPUTER SKILLS SOUGHT:

Some (22%) employers seek word processing; a **few** (17%) employers seek database; a **few** (11%) employers seek spreadsheet, and a **few** (17%) employers seek other (e.g. Paragren Maintenance System).

Employers report the following software applications are used: Microsoft Word and Excel, and FileMaker Pro.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Bay Area Apprentice Coordinators Association
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Los Medanos College
- Martinez Adult School

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$10.00 - \$10.00	\$10.00
New hires, experienced:	\$11.00 - \$18.00	\$15.00
Experienced, 3 years with firm:	\$13.00 - \$25.00	\$23.00

Union

	Range	Median
New hires, no experience:	\$10.00 - \$20.43	\$16.32
New hires, experienced:	\$13.44 - \$21.73	\$19.74
Experienced, 3 years with firm:	\$18.43 - \$25.16	\$22.55

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (95%) employees worked full-time averaging 40 hours a week, a **few** (2%) worked temporary/on-call averaging 40 hours a week, a **few** (1%) worked part-time averaging 30 hours a week, and a **few** (1%) worked seasonal averaging 40 hours a week.

Unionization

Most (72%) firms, and **almost all** (93%) employees are union. Employers report affiliations with the following unions: Public Employees Union Local 1, Teamsters Union Local 315, Public Employees Union Local 790, Public Employees Union Local 192, California School Employees Association, and Walnut Creek Employees Association.

Gender

Male (100%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	56%	6%
Dental Insurance	50%	6%
Vision Insurance	33%	6%
Life Insurance	56%	0%
Paid Sick Leave	72%	6%
Paid Vacation	78%	6%
Retirement Plan	56%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following positions as promotional opportunities:

- Lead Mechanic
- Equipment Supervisor
- Journey-level Mechanic
- Supervisor
- Manager
- Superintendent

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

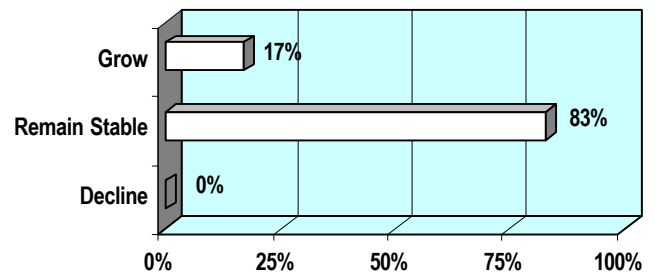
Occupation size: Small
 Projected new jobs: 50
 Openings due to separations: 60
 Projected growth between 1995-2002 is slower than average, 13.2%.
 (Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (56%) vacancies filled over the last 12 months were due to employees leaving; **some** (25%) filled were due to promotions; a **few** (13%) filled were due to new positions, and a **few** (6%) filled were due to temporary/on-call positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Almost all (83%) employers responding expect this occupation's employment to remain stable over the next 2 years, and a **few** (17%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- In-house promotion or transfer
- Walk-in applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Transportation, Inner City and Rural Bus
- Bus Charter Service (except Local)
- Trucking and Hauling, Local
- Trucking, Local with Storage
- Refuse Systems
- Automotive Repair Shops, General
- Schools, Elementary and Secondary
- Government

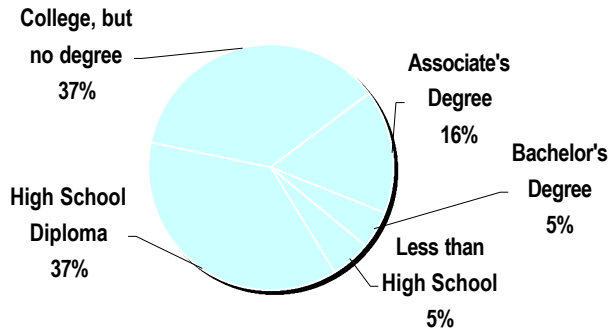
Related Dictionary of Occupational Titles (DOT) Code:

620.281-046, 620.281-050, 625.281-010, 625.281-014, 625.361-010
 For more information, see COG # 251

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting. **OES Code: 680380**

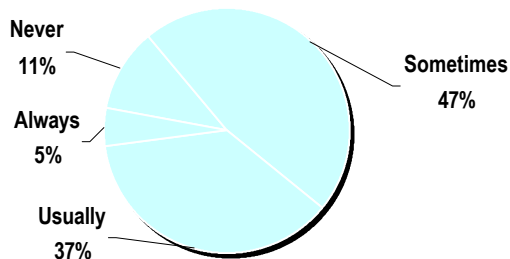
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



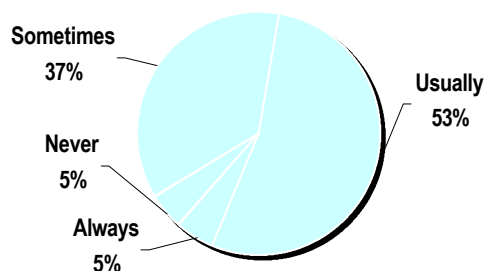
Some (37%) employers report that recent new hires have completed some College, but no degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (47%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Early Childhood Education (ECE) Units, Child Care Provider, or After School Care Program Director.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (53%) employers report that work experience is usually required. **Desired work experience when acceptable:** 6 to 12 months Child Care Work, Instructional or Teacher Aide, or Teacher.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to handle crisis situations	2.4
Ability to administer emergency first aid	2.2
Knowledge of discipline techniques	2.2
Oral reading skills	2.1
Organizational & time management skills	2.0
Knowledge of child abuse reporting laws	1.9
Supervisory skills	1.9
Ability to plan and coordinate activities	1.6
Simple housekeeping skills	1.6
Knowledge of nutrition	1.4
Counseling skills	1.2

Physical

Physical stamina	2.3
Ability to stand for prolonged periods of time	2.0

Personal

Ability to work with children having special needs	2.4
Understanding of a variety of cultures	2.0
Willingness to work overtime	1.5

Basic

Ability to work as part of a team	2.5
Ability to work independently	2.1
Ability to read and follow instructions	2.1
Ability to write legibly	2.0

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Hands-on experience, mandated educational and credential requirements, early childhood development courses, ability to work well with other adults, leadership and supervisory skills, time management skills, budgeting skills, flexibility, reliability, supportive of company goals, and positive attitude.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Additional child development training, customer service, increased community/parent communication skills, medical emergency training, disaster preparedness training, work with special needs children, and computer skills.

COMPUTER SKILLS SOUGHT:

Most (67%) seek word processing, and **some** (33%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Antioch Adult School
- Contra Costa College
- Diablo Valley College
- Regional Occupational Program of Contra Costa County

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$ 9.00	\$ 7.00
New hires, experienced:	\$ 6.00 - \$10.09	\$ 8.00
Experienced, 3 years with firm:	\$ 6.50 - \$12.62	\$ 9.00

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.32 - \$ 8.50	\$ 8.28
New hires, experienced:	\$ 7.32 - \$ 8.50	\$ 8.28
Experienced, 3 years with firm:	\$ 9.45 - \$10.94	\$ 9.96

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Many (54%) employees worked part-time averaging 16 hours a week; **some** (30%) worked full-time averaging 38 hours a week; a **few** (12%) worked temporary/on call averaging 10 hours a week, and a **few** (4%) worked seasonal averaging 40 hours a week.

Unionization

Some (21%) firms, and **many** (41%) employees are union.

Gender

Male (10%), Female (90%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	88%	41%
Dental Insurance	65%	41%
Vision Insurance	41%	24%
Life Insurance	59%	35%
Paid Sick Leave	71%	41%
Paid Vacation	65%	41%
Retirement Plan	47%	29%
Child Care	53%	29%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervisor
- Director
- Teacher w/certification

Related **Dictionary of Occupational Titles (DOT) Code:**
355.674-010

For more information, see COG #505

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Medium

Projected new jobs: 150

Openings due to separations: 40

Projected growth between 1995-2002 is average, 20.0%.

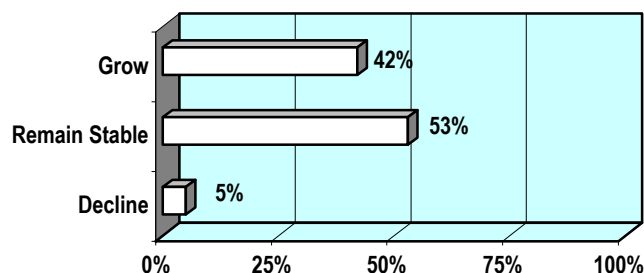
(Average growth between 1995 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **some** (31%) vacancies filled over the last 12 months were due to promotions; **some** (30%) filled were due to temporary/on call; **some** (23%) filled were due to employees leaving, and a **few** (15%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Many (53%) employers responding expect this occupation's employment to remain stable over the next 3 years; **many** (42%) expect it to grow, and a **few** (5%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Newspaper ads
- Employees' referrals
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Physical Fitness Facilities
- Elementary and Secondary Schools
- Child Day Care Services
- Civic and Social Associations
- Religious Organizations

COMPUTER NETWORK TECHNICIANS

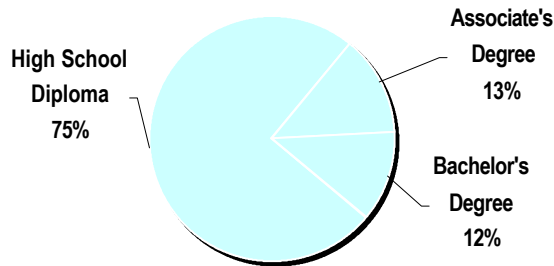
16 Employers Represented

Computer Network Technicians install and maintain personal computers and connect them to local and/or wide-area networks (LANs/WANs). The technicians perform troubleshooting, diagnosis, and repair of computers and peripheral equipment; they also work on network-related hardware and software problems. They may assign passwords, use manuals, maintain a variety of logs and communicate with Network Managers or others about specific system problems. In addition, they may provide training and education to other staff on network operations, applications, and usage.

OES Code: 033162996

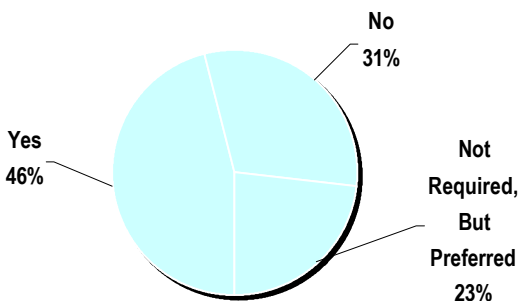
EMPLOYER REQUIREMENTS

EDUCATION



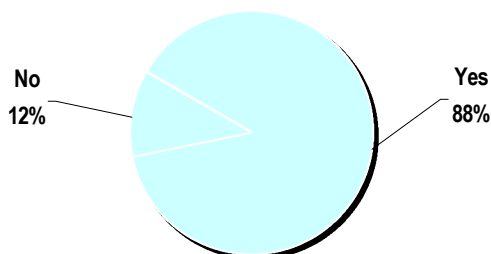
Most (75%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING



Many (46%) employers report that training is required prior to employment. **Many** (50%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 17 months Computer Technician, MSCE, Network Technology, or Network Administration.

EXPERIENCE



Almost all (88%) employers report that work experience is required. **Many** (50%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 16 months Network Technology, Systems Administrator, or Programmer.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,

Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of available positions	47%
Lack of upgraded skills	20%
Lack of training	13%
Lack of motivation	20%

Training resources used to upgrade skills:

On-the-Job Training	67%
Workshops	47%
Community College	40%
Adult Education	33%
Other	7%

Apprenticeship training program availability:

No	60%
Yes	40%

Type of employee found through a staffing service:

None of the Above	67%
Temporary	13%
Temporary-to-Permanent	13%
All of the Above	13%
Project	7%
Seasonal	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Network management, loyalty, work ethic, and continuing education in computers.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Computer technician skills, Windows NT, MSCE, good people skills, networking, and consulting.

COMPUTER SKILLS SOUGHT: (16 of 16 firms responding)

Word Processing.....	75%
Spreadsheet.....	75%
Database	56%
Desktop Publishing.....	38%
Other	75%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

LICENSING REQUIREMENTS

Refer to Appendix B.

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$10.00 - \$21.58	\$15.79
New hires, experienced:	\$11.99 - \$30.42	\$19.59
Experienced, 3 years with firm:	\$14.38 - \$30.00	\$24.56

Hours Worked

	% of Employees	Weekly Hours
Full-Time	71%	40
Part-Time	7%	23
Temporary/On-Call	22%	24

Unionization

Union firms:	1 of 14	7%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	19	0	50	6	6	0
Dental	38	6	25	0	13	0
Vision	25	6	25	0	6	0
Life	56	0	13	0	13	0
Sick	75	13	0	0	0	0
Vacation	75	6	0	0	0	0
Retirement	13	0	44	6	19	0
Child Care	0	0	0	0	25	0
Other	13	0	25	0	19	0
(Stock, tuition reimbursement)						

PROMOTIONAL OPPORTUNITIES

Most (75%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Network Technician
- Systems Analyst/Manager
- Network Analyst I, II
- Engineer
- Network Administrator I, II
- Information Systems Technician II/IS Manager
- Information Specialist

Related **Dictionary of Occupational Titles (DOT) Code:**

N/A

For more information, see COG #N/A

EMPLOYMENT TRENDS

Occupation size:	Data not available
Projected new jobs:	Data not available
Openings due to separations:	Data not available
Gender:	60% Male 40% Female
Projected growth between 1997 2004 will remain stable. (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)	

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: **Not difficult**. The supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

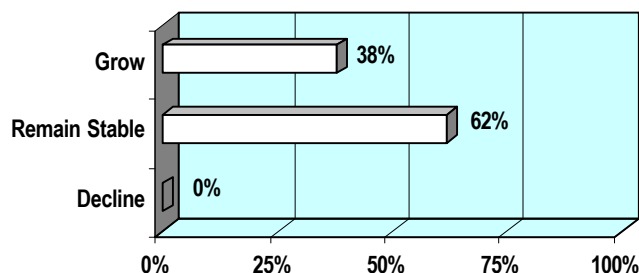
Annual Turnover

Employers responding to the survey report a (5%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving	8%
New Positions	15%
Promotions.....	5%
Temporary.....	73%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Internet
- Newspaper ads
- Employee referrals

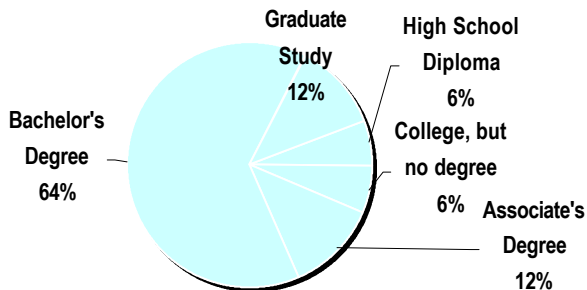
WHERE THE JOBS ARE

- Banks, State Commercial
- Business Services, N.E.C.
- Computer & Computer Software Stores
- Computer & Data Processing Services
- Doctors of Medicine, Offices & Clinics
- Grocery Stores
- Help Supply & Employees Leasing Services
- Research & Development, Physical & Biological
- School, Elementary & Secondary

Computer Programmers, Including Aides convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information. **OES Code: 251051**

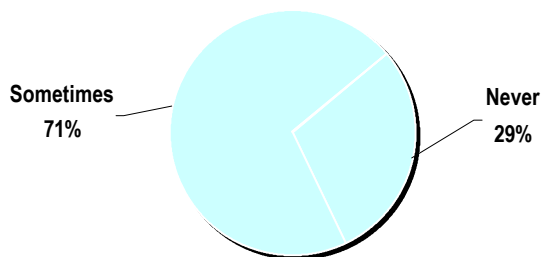
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



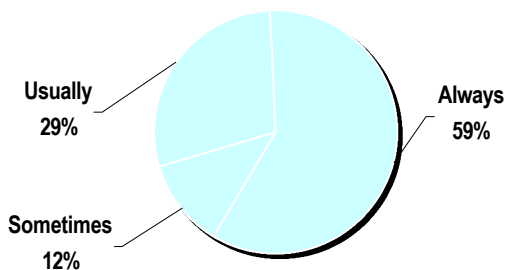
Most (64%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (71%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 12 months Computer Programmer, Bachelor's degree, Unix, C, C++, or Windows NT.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (59%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Programmer or Systems Analyst, Technician, Consultant, or Software Engineer.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to write, edit, and debug computer programs for business	2.9
Ability to write documentation of computer procedures	2.5
Problem solving skills	2.0
Scientific programming skills	2.0
Knowledge of minicomputer hardware and operating systems	1.8
Statistical programming skills	1.7
Ability to use fourth generation computer languages	1.6
Word processing skills	1.5
Spreadsheet skills	1.1
Engineering programming skills	0.1

Physical

Ability to perform precision work	0.7
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Personal

Ability to work under pressure	2.6
Ability to work independently	1.7

Basic

Ability to think logically	2.8
Ability to read and follow instructions	2.8
Oral communication skills	2.4
Basic math skills	2.6
Ability to write effectively	2.1

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

C++, Visual Basic, Windows NT, Java, networking, new technology, programming, computer repair, WEB Development, client server development, and Microsoft SQL Server.

COMPUTER SKILLS SOUGHT:

Most (71%) seek database; **many** (57%) seek other (e.g. programming); **some** (29%) seek spreadsheet, and a **few** (14%) seek word processing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Diablo Valley College
- Regional Occupational Program of Contra Costa County
- Worldwide Educational Services, Inc.

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 9.59 - \$26.28	\$19.18
New hires, experienced:	\$16.78 - \$52.00	\$21.58
Experienced, 3 years with firm:	\$23.97 - \$61.00	\$28.77

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (97%) employees worked full-time averaging 40 hours a week, and a **few** (3%) worked part-time averaging 30 hours a week.

Unionization

Some (35%) firms, and a **few** (16%) employees are union.

Gender

Male (81%), Female (19%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	94%	13%
Dental Insurance	94%	6%
Vision Insurance	75%	6%
Life Insurance	81%	6%
Paid Sick Leave	88%	6%
Paid Vacation	88%	6%
Retirement Plan	81%	6%
Child Care	19%	6%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Project Manager
- Consulting Software Engineer
- Director

Related **Dictionary of Occupational Titles (DOT) Code:**

030.162-010, 109.067-010

For more information, see COG #81, 200C

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Large
 Projected new jobs: 1260
 Openings due to separations: 410
 Projected growth between 1995-2002 is much faster than average, 51.2%.

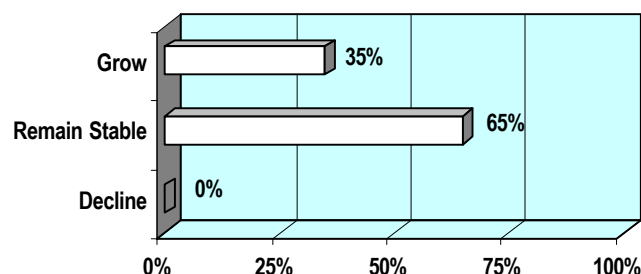
(Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (50%) vacancies filled over the last 12 months were due to employees leaving; **some** (28%) filled were due to new positions; a **few** (13%) filled were due to promotions, and a **few** (9%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (65%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (35%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top five resources:

- Newspaper ads
- Employees referrals
- In-house promotion or transfer
- Private school referrals
- Other: career fairs, industry open house or Internet

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Computer Peripheral Equipment, NEC
- Fire, Marine and Casualty Insurance
- Computer Programming Services
- Prepackaged Software
- Computer Related Services
- Junior Colleges
- Individual and Family Services
- Commercial Physical Research
- Business Consulting
- Local Government

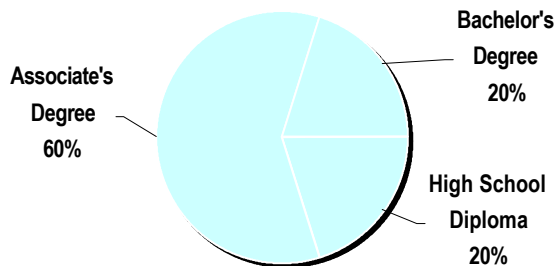
COMPUTER SUPPORT SPECIALISTS

15 Employers Represented

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients inquiries in person and via telephone concerning the use of computer hardware and software, including printing, work processing, programming languages, electronic mail, and operating systems. **OES Code: 251040**

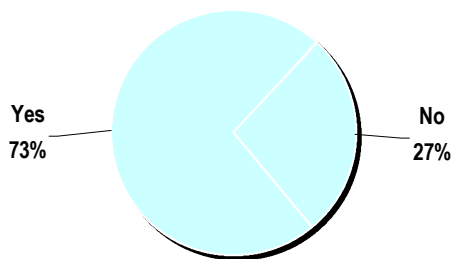
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



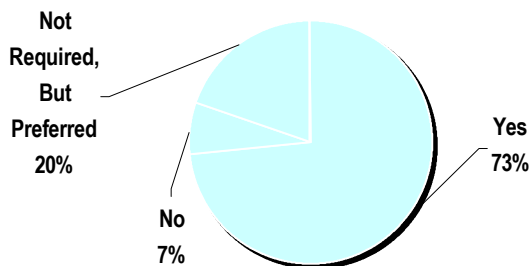
Most (60%) employers report that when hiring, the minimum education required is an Associate's Degree.

TRAINING REQUIRED



Most (73%) employers report that training is required prior to employment. **Some** (36%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 12 months Technical, Computer-related, Operating Systems, Microsoft Certified Engineer, or Hands-on training.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (73%) employers report that work experience is required. **Many** (50%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 27 months Operations, Mainframe Support, Management Information Systems Administrator, or Computer Systems related experience.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to troubleshoot	3.0
Understanding local (LAN) and wide (WAN) area networks	2.9
Ability to use operating manuals	2.8
Ability to utilize good teaching techniques	2.2

Physical

Ability to pass drug testing	2.2
Ability to pass a pre-employment medical exam	2.1

Personal

Ability to work under pressure	3.0
Attention to detail	3.0
Ability to work independently	3.0
Ability to handle crisis situations	2.9

Basic

Ability to read and follow instructions	3.0
Oral communication skills	2.9
Ability to write legibly	2.5
Basic math skills	2.5

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Network design, troubleshooting, client relations, communication, management experience, technical skills, and time on the job.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Network, C++, Visual Basic, NT Server, NT Work Station, Internet, web applications, communication, desire to learn, and computer skills.

COMPUTER SKILLS SOUGHT:

Most (73%) employers seek word processing; **most** (73%) employers seek database; **most** (73%) employers seek spreadsheet; **some** (33%) seek desktop publishing, and **many** (53%) employers seek other (e.g. Oracle, Microsoft NT Operating System, UNIX, System 8, and Harris).

Employers report the following software applications are used: Word, Excel, Access, and PowerPoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 6.00 - \$20.62	\$13.31
New hires, experienced:	\$10.00 - \$25.18	\$18.46
Experienced, 3 years with firm:	\$19.00 - \$27.61	\$25.57

Union

	Range	Median
New hires, no experience:	\$16.11 - \$17.73	\$16.92
New hires, experienced:	\$16.85 - \$30.80	\$19.18
Experienced, 3 years with firm:	\$18.57 - \$37.44	\$23.97

OTHER RELEVANT INFORMATION

Hours Worked

Almost All (94%) employees worked full-time averaging 40 hours a week; a **few** (4%) worked part-time averaging 23 hours a week, and a **few** (2%) worked temporary/on-call averaging 10 hours a week.

Unionization

Some (33%) firms, and a **few** (16%) employees are union. Employers report affiliations with the following unions: Public Employees Union Local 1, Antioch City Employees Union, and Association of Intermediate Employees.

Gender

Male (78%), Female (22%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	53%	0%
Dental Insurance	60%	0%
Vision Insurance	33%	0%
Life Insurance	60%	0%
Paid Sick Leave	87%	0%
Paid Vacation	87%	0%
Retirement Plan	60%	0%
Child Care	0%	0%
Other	13%	0%
(Holidays and Training)		

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Almost All (80%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Hardware Support
- Micro Computer Coordinator
- Project Lead or Manager
- Technical Services Manager
- Senior Technician
- Operations Director
- Project Technician
- Supervisor or Manager

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

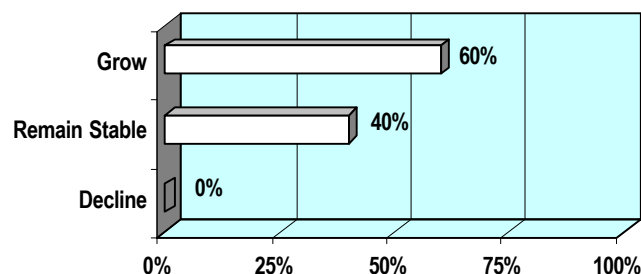
Occupation size: Small
 Projected new jobs: 10
 Openings due to separations: 10
 Projected growth between 1995-2002 is slower than average, 7.1%.
 (Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (54%) vacancies filled over the last 12 months were due to new positions; **some** (31%) filled were due to employees leaving, and a **few** (14%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (60%) employers responding expect this occupation's employment to grow over the next 2 years, and **many** (40%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Employee referrals
- Internet

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Local Government
- Drug Stores and Proprietary Stores
- Newspapers Publishing and Printing
- Economic Development Agencies and Trade Commissions
- Computer and Computer Software Stores
- Computer Equipment and Software Distributors
- Marine Cargo Handling
- Crude Petroleum Pipelines
- Colleges, Community and Technical Institutes

Related Dictionary of Occupational Titles (DOT) Code:

032.132-010, 032.262-010, 039.264-010

For more information, see COG #N/A

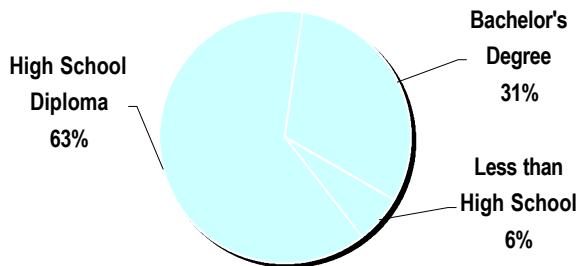
CONSTRUCTION MANAGERS

16 Employers Represented

Construction Managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including specialized construction fields, such as carpentry or plumbing. Does not include general managers of large construction contracting firms. **OES Code: 150170**

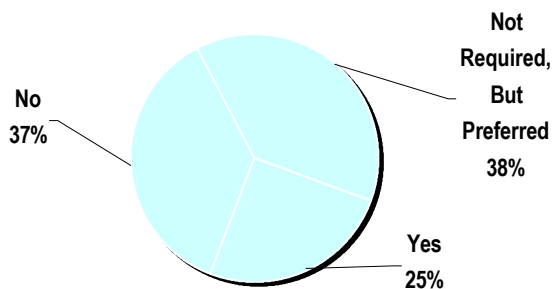
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



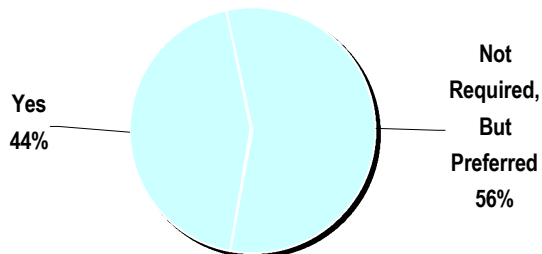
Most (63%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Some (25%) employers report that training is required prior to employment. **Some** (31%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 21 months Construction, Inspection, Tool and Machine Operations, Construction Management degree, or Real Estate Development.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (44%) employers report that work experience is required. **Some** (36%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 34 months Construction, Management, Facilities Management, or Construction Project Management.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of safe equipment operating procedures	2.6
Knowledge of OSHA standards	2.5
Ability to read blueprints	1.9

Physical

Ability to stand continuously for 2 or more hours	2.4
Ability to work in inclement weather conditions	1.5

Personal

Ability to work as part of a team	3.0
Organizational and time management skills	2.9
Ability to work under pressure	2.3
Ability to motivate others	2.1

Basic

Ability to think logically	3.0
Ability to read and comprehend information quickly	2.9
Business math skills	2.4
Public contact skills	2.3

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Code knowledge, estimating, engineering, leadership management, scheduling, reading plans, accounting, equipment knowledge, contract negotiation, working knowledge of all aspects of the job, education, financial planning, success and timely completion of projects, organization, experience, and effectiveness.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Project management, personnel management, legal knowledge, contracts knowledge, estimating, proposals, and partnering.

COMPUTER SKILLS SOUGHT:

Most (75%) employers seek word processing; **some** (25%) employers seek database; **almost all** (81%) employers seek spreadsheet; a **few** (6%) employers seek desktop publishing, and **some** (25%) employers seek other (e.g. Project Schedule). Employers report the following software applications are used: Word, Excel, Lotus 1,2,3, Access, and PowerPoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Bay Area Apprentice Coordinators Association
- Diablo Valley College
- Los Medanos College
- Martinez Adult School
- West Contra Costa Adult Education
- Worldwide Educational Services

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union/Union	Range	Median
New hires, no experience:	\$ 6.00 - \$23.01	\$12.79
New hires, experienced:	\$11.99 - \$34.52	\$22.16
Experienced, 3 years with firm:	\$20.00 - \$38.36	\$28.61

Some (38%) employers also pay bonuses to employees working in this occupation.

OTHER RELEVANT INFORMATION

Hours Worked

Most (70%) employees worked full-time averaging 44 hours a week; **some** (20%) worked part-time averaging 20 hours a week, and a **few** (10%) worked seasonal averaging 40 hours a week.

Unionization

A **few** (13%) firms, and a **few** (11%) employees are union. Employers report affiliations with the following unions: Carpenters Union 152.

Gender

Male (93%), Female (7%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	69%	6%
Dental Insurance	50%	6%
Vision Insurance	19%	6%
Life Insurance	56%	6%
Paid Sick Leave	69%	6%
Paid Vacation	88%	6%
Retirement Plan	19%	6%
Child Care	0%	0%
Other	6%	0%
(Profit Share)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Most (63%) employers report that they promote employees. Responding employers listed the following positions as promotional opportunities:

- Construction Director
- Operations Manager
- Senior Project Manager
- Supervisor
- Lead Carpenter
- General Manager
- Vice President

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Large
 Projected new jobs: 292
 Openings due to separations: 150
 Projected growth between 1995-2002 is much faster than average, 32.2%.

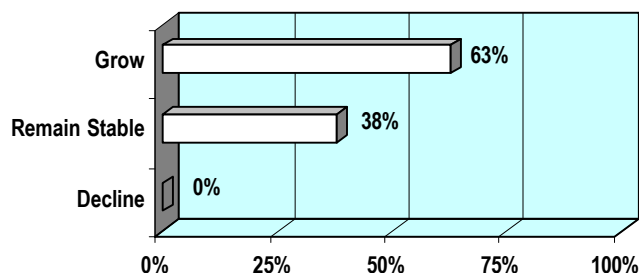
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (45%) vacancies filled over the last 12 months were due to temporary/on-call positions; **some** (33%) filled were due to new positions; a **few** (15%) filled were due to employees leaving, and a **few** (8%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (63%) employers responding expect this occupation's employment to grow over the next 2 years, and **some** (38%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- In-house promotion or transfer
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- General Single Family Houses
- General Residential Building
- General Non-Residential
- Carpentry Work
- Real Estate Agents and Managers
- Management Services
- Management Consulting Services

Related Dictionary of Occupational Titles (DOT) Code:

182.167-010, 182.167-014, 182.167-018, 182.167-026, 182.167-030
 For more information, see COG #N/A

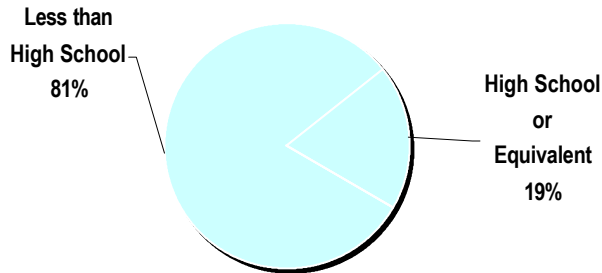
COOKS - RESTAURANT

16 Employers Represented

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu. **OES Code: 650260**

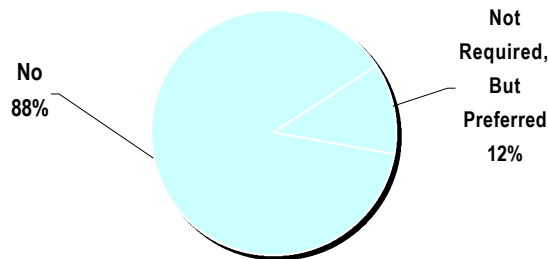
EMPLOYER REQUIREMENTS

EDUCATION



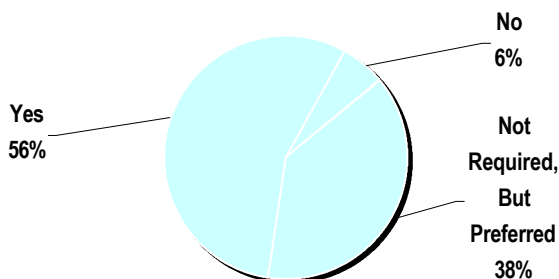
Almost all (81%) employers report that recent new hires have completed less than a High School Diploma or equivalent.

TRAINING



No (0%) employers report that training is required prior to employment. **Most** (73%) employers report that training is accepted as a substitute for experience. **Type of training required:** None.

EXPERIENCE



Many (56%) employers report that work experience is required. **Most** (71%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 9 months Dishwasher Culinary School, Prep Cook, Cook s Assistant, or Cooking.

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of motivation	38%
Lack of upgraded skills	31%
Lack of available positions	31%
Lack of training	0%

Training resources used to upgrade skills:

On-the-Job Training	75%
Community College	25%
Adult Education	19%
Workshops	13%
Apprenticeship	6%

Apprenticeship training program availability:

No	94%
Yes	6%

Type of employee found through a staffing service:

None of the Above	100%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Management skills, restaurant knowledge, three years experience, food knowledge, and professional training.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Quick learner, organized, and English language.

COMPUTER SKILLS SOUGHT

None reported.

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union/Union	Range	Median
New hires, no experience	\$5.75 - \$ 8.00	\$ 7.50
New hires, experienced	\$7.00 - \$11.25	\$ 8.50
Experienced, 3 years with firm	\$8.00 - \$14.00	\$10.00

Hours Worked

	% of Employees	Weekly Hours
Full-Time	91%	39
Part-Time	9%	23
Temporary/On-Call	1%	40

Unionization

Union firms	1 of 16	6%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	19	0	50	13	13	0
Dental	13	0	44	13	13	0
Vision	6	0	19	0	13	0
Life	6	0	25	6	0	0
Sick	31	0	6	6	0	0
Vacation	69	6	13	6	0	0
Retirement	6	0	25	19	0	0
Child Care	0	0	0	0	0	0
Other	6	0	6	0	0	0
(Golf privileges)						

PROMOTIONAL OPPORTUNITIES

A **few** (14%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Chef/Cook
- Kitchen Manager/Assistant Kitchen Manager
- Head Baker
- Sous Chef/Assistant Chef
- Line Cook
- Head Cook/Lead Cook

Related **Dictionary of Occupational Titles (DOT) Code:**

313.131-014, 313.131-026, 313.361-014

For more information, see COG #93, 366

EMPLOYMENT TRENDS

Occupation size: Large
 Projected new jobs: 340
 Openings due to separations: 430
 Gender: 88% Male 12% Female
 Projected growth between 1997 2004 is average, 17.2%
 (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

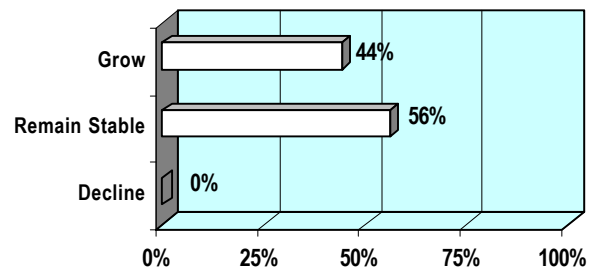
Annual Turnover

Employers responding to the survey report a (36%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 79%
 New Positions 5%
 Promotions 16%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Employee referrals
- In-house promotion or transfer
- Newspaper ads
- Walk-in applicants

WHERE THE JOBS ARE

- Golf Courses, Public
- Hotels and Motels
- Restaurants, Caterers & Eating Places
- Sports & Recreation Clubs, Membership

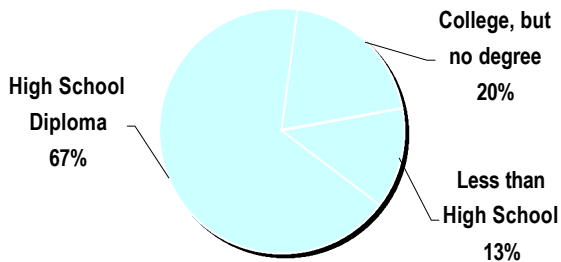
COUNTER AND RENTAL CLERKS

15 Employers Represented

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment. **OES Code: 490170**

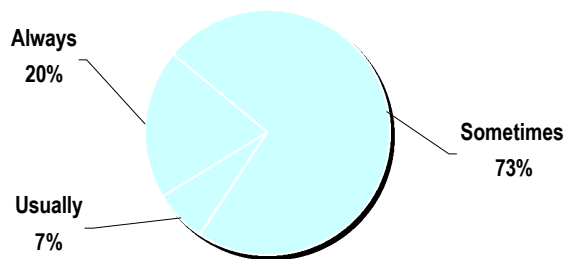
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



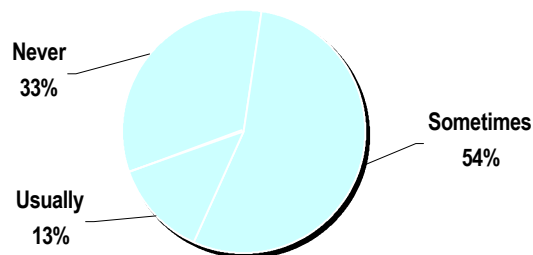
Most (67%) employers report that recent new hires have completed their High School Diploma.

TRAINING SUBSTITUTING EXPERIENCE



Most (73%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 3 to 6 months Sales, Customer Service, Receptionist, or Computer.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (54%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 3 to 6 months Work Experience, Counter Clerk, Rental Clerk, Events Planner, or Receptionist.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use a calculator	2.8
Ability to operate a cash register	2.6
Cash handling skills	2.4
Word processing skills	0.3

Physical

Ability to stand continuously for 2 or more hours	3.0
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Personal

Customer service skills	3.0
Ability to work independently	2.4
Ability to work weekends	1.2

Basic

Oral communication skills	2.9
Ability to read and follow instructions	2.4
Basic math skills	2.3
Ability to write legibly	1.6

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Communication, responsible, self-starter, managing people, typing, sales, telephone skills, and accounting.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Keyboarding, computer, and mechanical knowledge.

COMPUTER SKILLS SOUGHT:

Almost all (83%) seek database; a **few** (17%) seek word processing; and **some** (33%) seek other (e.g. computerized cash register and data input).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Institutions offering Customer Service, Receptionist, and Sales Courses

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 5.50 - \$16.54	\$ 7.50
New hires, experienced:	\$ 6.00 - \$18.70	\$ 8.00
Experienced, 3 years with firm:	\$ 6.00 - \$21.34	\$ 9.60

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Many (41%) employees worked full-time averaging 40 hours a week; **some** (34%) worked part-time averaging 26 hours a week; **some** (22%) worked temporary/on call averaging 30 hours a week, and a **few** (4%) worked seasonal averaging 21 hours a week.

Unionization

None reported.

Gender

Male (57%), Female (43%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	100%	17%
Dental Insurance	67%	8%
Vision Insurance	42%	0%
Life Insurance	33%	0%
Paid Sick Leave	67%	8%
Paid Vacation	92%	8%
Retirement Plan	50%	0%
Child Care	8%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervisor
- Assistant Manager
- Manager

Related Dictionary of Occupational Titles (DOT) Code:
249.362-010, 249.366-010

For more information, see COG #511

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

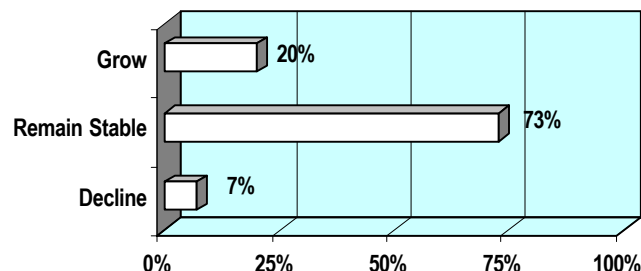
Occupation size: Large
Projected new jobs: 840
Openings due to separations: 300
Projected growth between 1994-2001 is much faster than average, 50.0%.
(Average growth between 1995 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants inexperienced applicants that meet their hiring standards.

Employers report **some** (38%) vacancies filled over the last 12 months were due to employees leaving; **some** (33%) filled were due to temporary/on call; a **few** (19%) filled were due to new positions, and a **few** (11%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (73%) employers responding expect this occupation's employment to remain stable over the next 3 years; **some** (20%) expect it to grow, and a **few** (7%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees referrals
- Newspaper ads
- Hire unsolicited applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Garment Pressing and Cleaners
- Dry Cleaning Plants, Except Rug
- Passenger Car Rental
- Video Tape Rental
- Paint, Glass, and Wallpaper Stores
- Lumber and Other Building Materials
- Equipment Rental and Leasing, NEC
- Truck Rental and Leasing, No Driver
- Bowling Centers

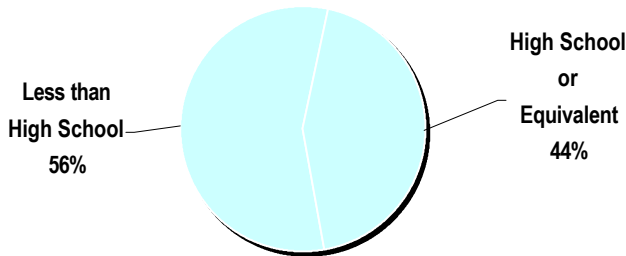
COUNTER ATTENDANTS

16 Employers Represented

Lunchroom, Coffee Shop or Cafeteria Counter Attendants serve food to diners at a counter or from a steam table. Does not include Counter Attendants who also wait tables. **OES Code: 650170**

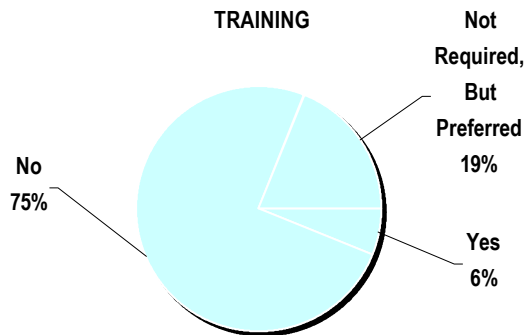
EMPLOYER REQUIREMENTS

EDUCATION



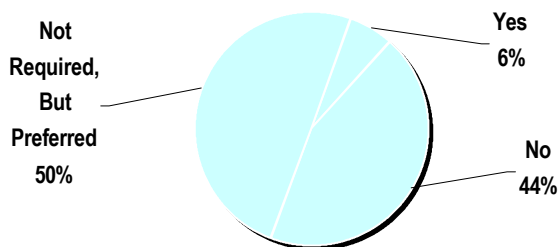
Many (56%) employers report that recent new hires have completed less than a High School Diploma or equivalent.

TRAINING



A **few** (6%) employers report that training is required prior to employment. **Most** (67%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 3 months Customer Service, or Food & Cash Handling.

EXPERIENCE



A **few** (6%) employers report that work experience is required. **Most** (67%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 10 months Waiter/Waitress, Hospitality/Service, any Food Service Occupation, or Customer Service.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of motivation	60%
Lack of available positions	27%
Lack of training	7%
Lack of upgraded skills	0%

Training resources used to upgrade skills:

On-the-Job Training	93%
Community College	20%
Workshops	20%
Adult Education	0%
Apprenticeship	0%

Apprenticeship training program availability:

No	87%
Yes	13%

Type of employee found through a staffing service:

None of the Above	87%
Temporary	13%
Temporary-to-Permanent	13%
Project	0%
Seasonal	0%
All of the Above	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Customer service, good attitude, management, leadership, attendance, people skills, clean, accuracy, dependability, work independently, marketing, merchandising, friendly, and quick learner.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Customer service, inventory, count money, make change, personality, food safety, and general computer knowledge.

COMPUTER SKILLS SOUGHT: (5 of 16 firms responding)

Word Processing.....	80%
Spreadsheet.....	80%
Desktop	40%
Other	40%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

LICENSING REQUIREMENTS

Refer to Appendix B.

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$5.75 \$10.00	\$ 6.00
New hires, experienced:	\$5.75 \$10.00	\$ 7.00
Experienced, 3 years with firm:	\$5.75 - \$12.12	\$ 8.00

Union	Range	Median
New hires, no experience:	\$8.45 \$10.04	\$ 9.20
New hires, experienced:	\$8.45 \$10.04	\$ 9.20
Experienced, 3 years with firm:	\$8.83 - \$12.20	\$11.15

Hours Worked

	% of Employees	Weekly Hours
Full-Time	17%	40
Part-Time	52%	24
Temporary/On-Call	30%	10
Seasonal	2%	40

Unionization

Union Firms	4 of 16	25%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	31	13	38	25	6	6
Dental	31	19	31	19	0	0
Vision	25	13	13	13	6	6
Life	19	13	13	6	6	6
Sick	44	38	6	0	0	0
Vacation	63	44	6	0	0	0
Retirement	19	13	13	19	13	6
Child Care	0	0	0	0	0	0
Other	0	0	0	0	0	0

PROMOTIONAL OPPORTUNITIES

Almost all (88%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor
- Assistant Manager
- Cashier
- Shift leader
- Cook
- Food Service Coordinator
- Assistant Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
311.677- 014, 311.477-014

For more information, see COG #NA

EMPLOYMENT TRENDS

Occupation size: Large
 Projected new jobs: 110
 Openings due to separations: 750
 Gender: 13% Male 87%Female
 Projected growth between 1997 2004 is slower than average,
 11.5% (Average growth between 1997 2004 of all nonagricultural occupations in
 Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

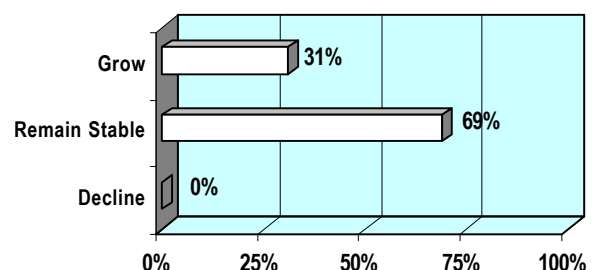
Annual Turnover

Employers responding to the survey report a (19%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving	44%
New Positions	13%
Promotions.....	21%
Temporary.....	21%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Employee referrals
- Walk-in applicants
- Newspaper ads

WHERE THE JOBS ARE

- Amusement & Recreation Services, N.E.C.
- Department Stores
- Golf Courses, Public
- Grocery Stores
- Restaurants, Caterers, & Eating Places
- Retail Bakeries
- Schools, Elementary & Secondary

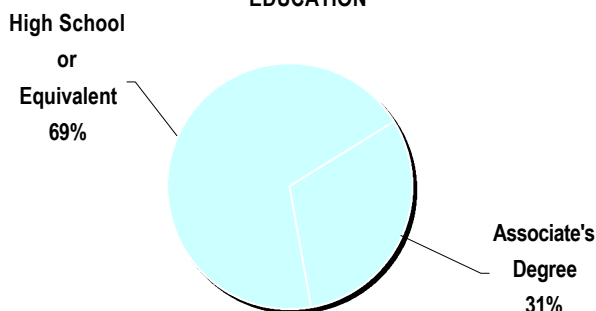
DATA PROCESSING EQUIPMENT REPAIRERS

13 Employers Represented

Data Processing Equipment repairers repair, maintain, and install electronic computers (mainframes, minis, and micros), peripheral equipment, and word processing systems. Does not include Non-Data Processing Equipment Repairers. **OES Code: 857050**

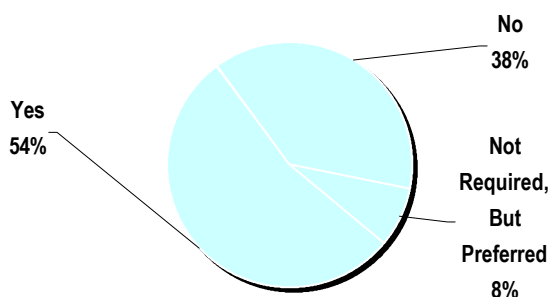
EMPLOYER REQUIREMENTS

EDUCATION



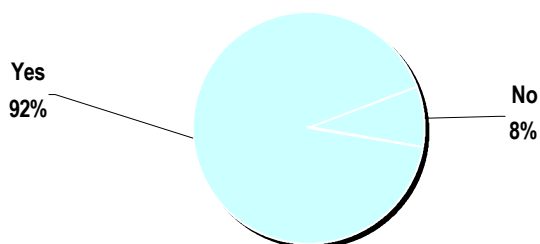
Most (69%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING



Many (54%) employers report that training is required prior to employment. **Many** (42%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 9 months Apple Technician Certification, College Degree, Technical Training/School, MSCE, or On-the-Job Training.

EXPERIENCE



Almost all (92%) employers report that work experience is required. **Some** (36%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 28 months Sales, Network Administration, Senior Network Systems Engineer, or Information Systems Technician.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of upgraded skills	33%
Lack of motivation	33%
Lack of available positions	17%
Lack of training	8%

Training resources used to upgrade skills:

On-the-Job Training	67%
Workshops	25%
Apprenticeship	8%
Adult Education	0%
Other	25%

Apprenticeship training program availability:

No	69%
Yes	15%

Type of employee found through a staffing service:

None of the Above	58%
Temporary	25%
Project	8%
All of the Above	8%
Seasonal	0%
Temporary-to-Permanent	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

People skills, customer service, trouble shooting, consultation, computer repair MSCE, and Novel.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Customer relations, networking knowledge, organization, A+ Certification, Compaq H-P Certification, and knowledge of constantly changing technology.

COMPUTER SKILLS SOUGHT: (10 of 13 firms responding)

Word Processing	70%
Spreadsheet	70%
Database	70%
Desktop Publishing	40%
Other	60%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$ 8.00	\$ 8.00
New hires, experienced:	\$10.00 - \$25.00	\$16.78
Experienced, 3 years with firm:	\$15.00 - \$35.96	\$22.63

Hours Worked

	% of Employees	Weekly Hours
Full-time	84%	43
Part-Time	13%	17
Temporary/On-Call	3%	6

Unionization

Union firms:	1 of 12	8%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	31	0	54	0	0	0
Dental	23	0	46	0	0	0
Vision	15	0	8	0	0	0
Life	15	0	0	0	0	0
Sick	46	0	8	0	8	0
Vacation	69	0	8	0	8	0
Retirement	23	0	15	0	0	0
Child Care	0	0	0	0	8	0
Other	8	0	0	0	0	0
(Unemployment)						

PROMOTIONAL OPPORTUNITIES

Most (62%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Technician
- Lead Engineer
- Service manager
- Outside technician
- Consultant
- Programmer
- Senior Systems Analyst
- Senior Technical Specialist

Related **Dictionary of Occupational Titles (DOT) Code:**
663.261-010, 828.261-022

For more information, see COG #152, 34, 60, 222

EMPLOYMENT TRENDS

Occupation size: Small
 Projected new jobs: 20
 Openings due to separations: 10
 Gender: 81% Male 19% Female
 Projected growth between 1997 2004 is faster than average, 22.2%
 (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced: **Very difficult.** Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: **Not difficult.** Supply of qualified applicants is considerably greater than demand.

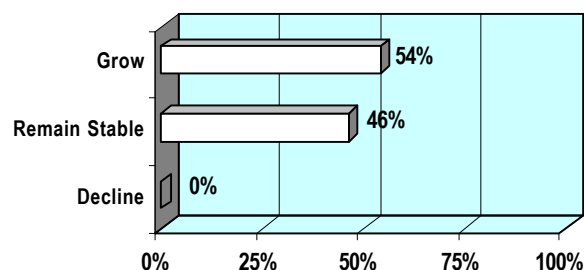
Annual Turnover

Employers responding to the survey report a (20%) Annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 50%
 New Positions 40%
 Promotions 10%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Newspaper ads
- Employee referrals
- Internet

WHERE THE JOBS ARE

- Business Consulting Services, N.E.C.
- Computer & Computer Software Stores
- Computer Maintenance & Repair
- Computer Related Services, N.E.C.
- Miscellaneous Retail Stores
- Radio, Television & Consumer Electronics Stores

DENTAL ASSISTANTS

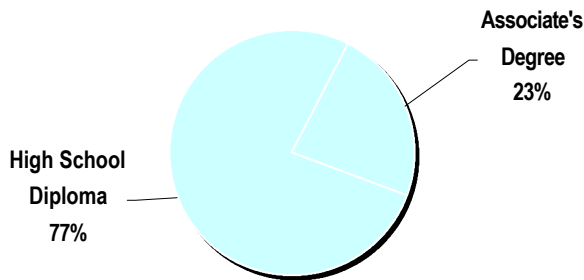
22 Employers Represented

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

OES Code: 660020

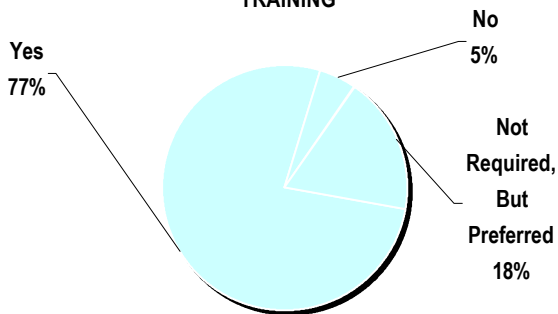
EMPLOYER REQUIREMENTS

EDUCATION



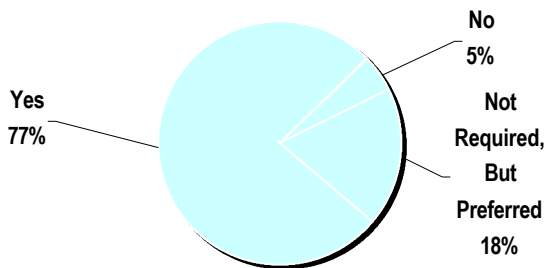
Most (77%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING



Most (77%) employers report that training is required prior to employment. **Many** (48%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 11 months Dental Assistant School, Registered Dental Assistant License, or Internship.

EXPERIENCE



Most (77%) employers report that work experience is required. **Some** (35%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 15 months Medical, Front Desk, Secretary, Hygienist, Receptionist, or Insurance.

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of available positions	50%
Lack of motivation	32%
Lack of training	0%
Lack of upgraded skills	5%

Training resources used to upgrade skills:

Adult Education	32%
On-the-Job Training	32%
Workshops	27%
Community College	14%
Apprenticeship	9%

Apprenticeship training program availability:

No	68%
Yes	27%

Type of employee found through a staffing service:

Temporary	73%
Temporary-to-Permanent	18%
None of the Above	23%
Project	0%
Seasonal	0%
All of the Above	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Work experience, social skills, RDA license, professionalism, hard working, caring, extended functions, and insurance experience.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

X-ray license, insurance billing, implants, and coronal polishing.

COMPUTER SKILLS SOUGHT: (6 of 22 firms responding)

Word Processing	50%
Spreadsheet	17%
Database	33%
Desktop Publishing	17%
Other	50%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 9.00 - \$13.00	\$12.00
New hires, experienced:	\$12.00 - \$17.00	\$14.00
Experienced, 3 years with firm:	\$14.00 - \$21.00	\$17.00

Hours Worked

	% of Employees	Weekly Hours
Full-Time	66%	38
Part-Time	30%	22
Temporary/On-Call	4%	3

Unionization

None reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	45	0	23	0	5	5
Dental	59	5	9	5	0	0
Vision	0	0	5	0	5	0
Life	0	0	0	0	0	0
Sick	73	14	0	0	5	5
Vacation	86	14	0	5	5	0
Retirement	55	5	23	0	5	5
Child Care	0	0	0	0	5	5
Other	0	0	0	0	0	0

PROMOTIONAL OPPORTUNITIES

Some (32%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Clinical Supervisor
- Office manager
- Extended Function Dental Assistant
- Receptionist
- Clinical Staff Supervisor

Related Dictionary of Occupational Titles (DOT) Code:
079.361-018

For more information, see COG #27, 405, 485

EMPLOYMENT TRENDS

Occupation size: Large
 Projected new jobs: 230
 Openings due to separations: 120
 Gender: 0% Male 100% Female
 Projected growth between 1997 2004 is faster than average, 20.7%.

(Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Moderately difficult.** Employer demand is somewhat greater than the supply of qualified applicants.

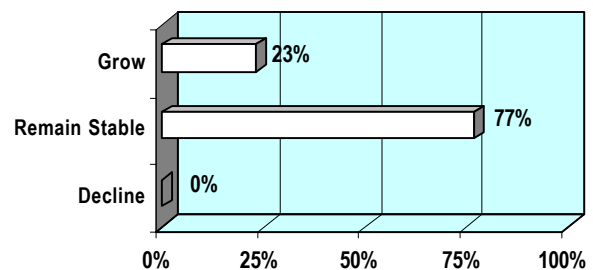
Annual Turnover

Employers responding to the survey report a (31%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 74%
 New Positions 21%
 Promotions 5%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Newspaper ads
- Employee referrals
- School, program referrals

WHERE THE JOBS ARE

- Dentists, Offices & Clinics

DETECTIVES AND INVESTIGATORS EXCEPT PUBLIC

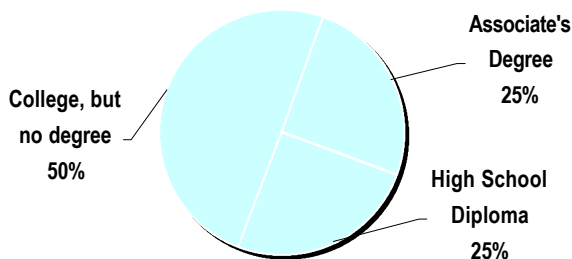
16 Employers Represented

Detectives and Investigators protect property, merchandise, and money of a store or similar establishment by detecting theft, shoplifting, or other unlawful practices by the public or employees. They take necessary action to preserve order and enforce standards of decorum established by management. Includes investigators who conduct private investigations, such as obtaining confidential information, seeking missing persons, or investigating crimes and thefts. Does not include employees who primarily stand guard at entrances or walk about premises to guard property.

OES Code: 630350

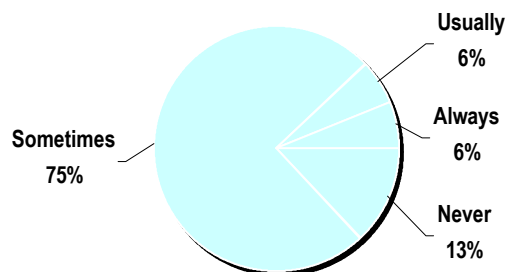
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



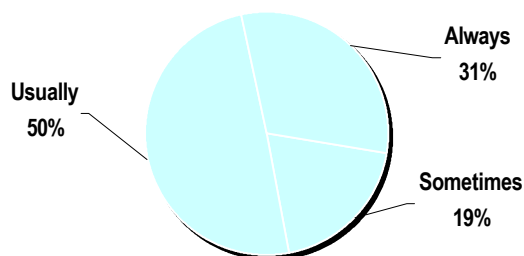
Many (50%) employers report that recent new hires have completed some College, but no degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (75%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 3 to 12 months Loss Prevention, Security, Investigation, Law Enforcement, Typing, Word Processing, or Military Service.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (50%) employers report that work experience is usually required. **Desired work experience when acceptable:** 6 to 12 months Loss Prevention, Security, Law Enforcement, Private Investigation, Background Checker, or Military Service.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Apply common sense understanding to carry out instruction	3.0
Ability to carry out instructions furnished in written, oral, or diagrammatic form	3.0
Ability to interview others for information	2.8
Problem solving skills	2.7
Ability to operate a computer	1.3

Physical

Strength and endurance	2.0
Ability to pass a pre-employment medical exam	1.8

Personal

Ability to work independently	3.0
Ability to work under pressure	3.0
Ability to work as part of a team	2.9
Ability to manage multiple priorities	2.8
Ability to interact well with others	2.6
Familiarity with a variety of cultures	2.4

Basic

Strong observational skills	3.0
Ability to remain calm in hectic situations	2.9
Ability to think logically	2.9
Good listening skills	2.8
Good oral and written communication skills	2.7
Basic math skills	2.2

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

College degree, report writing, telephone skills, surveillance skills, and communication skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Video surveillance, computer skills, and investigating check fraud and scams.

COMPUTER SKILLS SOUGHT:

Almost all (83%) seek word processing; **some** (33%) seek database, and a **few** (17%) seek other (e.g. basic computer familiarity).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 6.00 - \$10.00	\$ 8.00
New hires, experienced:	\$ 7.00 - \$20.00	\$10.00
Experienced, 3 years with firm:	\$ 8.00 - \$25.00	\$11.74

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (88%) employees worked full-time averaging 40 hours a week; a **few** (9%) worked part-time averaging 24 hours a week; a **few** (2%) worked temporary/on call averaging 15 hours a week, and a **few** (1%) worked seasonal averaging 20 hours a week.

Unionization

None reported.

Gender

Male (63%), Female (37%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	100%	14%
Dental Insurance	100%	14%
Vision Insurance	79%	7%
Life Insurance	79%	14%
Paid Sick Leave	43%	29%
Paid Vacation	79%	29%
Retirement Plan	71%	21%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Loss Prevention Supervisor and Manager
- Security Management
- Senior Investigator

Related **Dictionary of Occupational Titles (DOT) Code:**

376.267-018, 376.267-022, 376.667-014

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Small

Projected new jobs: 50

Openings due to separations: 20

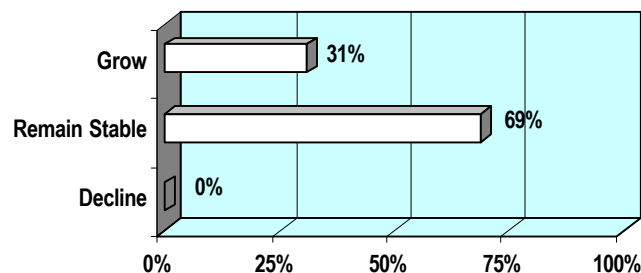
Projected growth between 1995-2002 is faster than average, 27.3%.
(Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4 %)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **almost all** (88%) vacancies filled over the last 12 months were due to employees leaving; a **few** (6%) filled were due to promotions; a **few** (3%) filled were due to new positions, and a **few** (3%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Many (69%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (31%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Private school referrals
- Newspaper ads

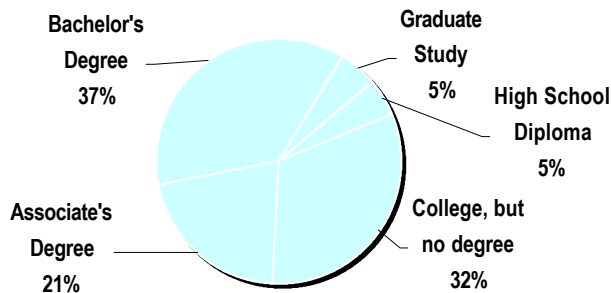
MAJOR EMPLOYING INDUSTRIES (In survey area)

- Department Stores
- Family Clothing Stores
- Drug Stores and Proprietary Stores
- Detective and Armored Car Services

Drafters prepare clear, complete, and accurate working plans and detail drawings from rough or detailed sketches or notes for engineering or manufacturing purposes according to specified dimensions. They utilize knowledge of various machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings. **OES Code: 225140**

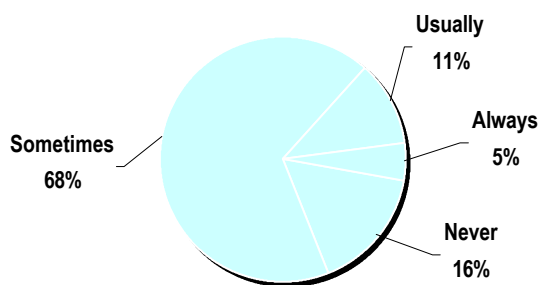
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



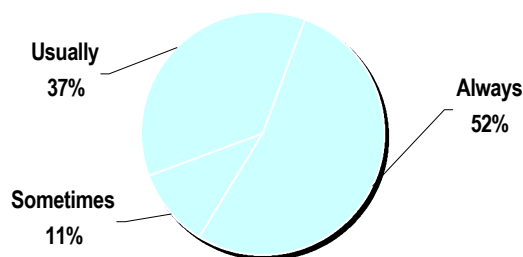
Some (37%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (68%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 12 to 24 months College Drafting, Trade School, Draftsman Certificate, Autocad or Microstation Certificate, or Autocad Training Release-14.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (52%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Autocad Operator, Drafter or Technician, Engineering Technician, or Drafting Internship.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to read blueprints	2.9
Ability to prepare drawings from engineering sketches	2.8
Knowledge of geometry	2.6
Ability to use a computer	2.6
Knowledge of Computer Assisted Design (CAD)	2.6
Ability to visualize in three dimensions	2.4
Mechanical drawing skills	2.3
Freehand drawing skills	2.2
Knowledge of trigonometry	2.0
Knowledge of CAD/CAM	1.4

Personal

Attention to detail	3.0
Ability to follow oral instructions	3.0
Ability to work as part of a team	2.9
Problem solving skills	2.8
Ability to interact well with others	2.8
Ability to work independently	2.7
Ability to work under pressure	2.7
Time management skills	2.6

Basic

Basic math skills	2.7
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SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Autocad, engineering and design knowledge, improved time management, interact with management, ability to train people, organizational skills, great speed and accuracy with work, development or project management skills, service and experience with company, basic-level engineering skills, mechanics-electrical and hydraulic, field experience, and ability to identify equipment.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Autocad release-14, computer imaging, computer drafting, better math and layout, expanding software applications, and design tools (e.g. 3D Design Studio).

COMPUTER SKILLS SOUGHT:

Almost all (89%) seek other (e.g. Autocad 14 or higher, CAD, or graphic software); **many** (44%) seek spreadsheet; **some** (39%) seek word processing; **some** (28%) seek database; and a **few** (11%) seek desktop publishing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Martinez Adult Education and Technology Center
- Regional Occupational Program of Contra Costa County

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$20.00	\$12.00
New hires, experienced:	\$10.00 - \$26.37	\$14.00
Experienced, 3 years with firm:	\$14.00 - \$31.17	\$18.00

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (89%) employees worked full-time averaging 40 hours a week; a **few** (5%) worked part-time averaging 12 hours a week, and a **few** (6%) worked temporary/on-call averaging 29 hours a week.

Unionization

A **few** (5%) firms, and a **few** (2%) employees are union.

Gender

Male (76%), Female (24%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	94%	6%
Dental Insurance	83%	6%
Vision Insurance	61%	6%
Life Insurance	50%	0%
Paid Sick Leave	89%	6%
Paid Vacation	89%	6%
Retirement Plan	78%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Associate or Drafting Engineer
- Designer or Senior Drafter
- Project or Technical Supervisor or Manager

Related **Dictionary of Occupational Titles (DOT) Code:**

001.261-010, 001.261-014, 002.261-010, 003.261-010, 003.261-014

For more information, see COG #4, 338, 189

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

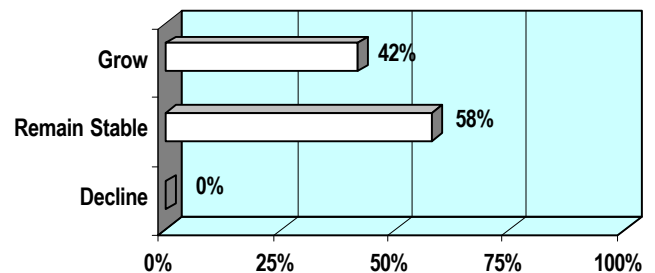
Occupation size: Large
 Projected new jobs: 300
 Openings due to separations: 130
 Projected growth between 1995-2002 slower than average, 18.1%
 (Average growth between 1995 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (44%) vacancies filled over the last 12 months were due to new positions; **some** (30%) filled were due to employees leaving; **some** (22%) filled were due to temporary/on call, and a **few** (4%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Many (58%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **many** (42%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top five resources:

- Newspaper ads
- Employees referrals
- In-house promotion or transfer
- Hire unsolicited applicants
- Other: Internet

MAJOR EMPLOYING INDUSTRIES (In survey area)

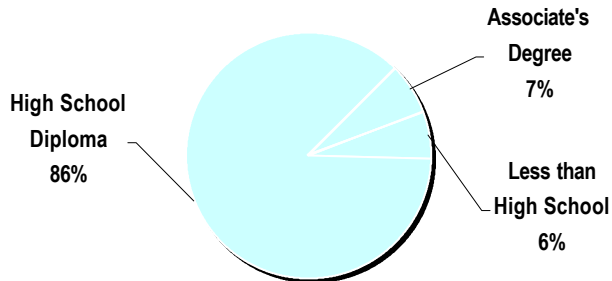
- Landscape Counseling and Planning
- Cane Sugar Refining
- Commercial Equipment, NEC
- Elementary and Secondary Schools
- Architectural Services
- Local Government

ELECTRIC HOME APPLIANCE AND POWER TOOL REPAIRERS 15 Employers Represented

Electric Home Appliance and Power Tool Repairers repair, adjust, and install all types of electric household appliances, such as refrigerators, washing machines, dishwashers, vacuum cleaners, room air conditioners, and small appliances, including toasters, mixers, and food processors. Include repairers of electrical hand and bench tools, such as lathes, drills, saws, grinders, and polishers. **OES Code: 857110**

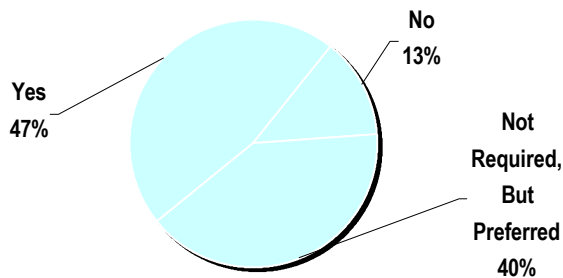
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



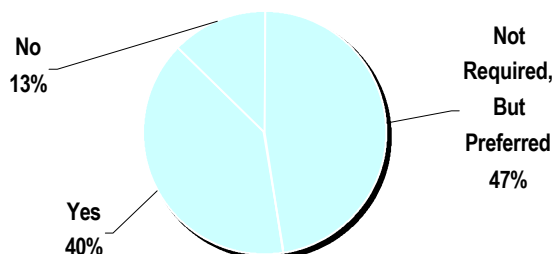
Almost All (86%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Many (47%) employers report that training is required prior to employment. **Many** (54%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 8 months Electrical and Appliance Mechanic, Appliance Repair, Sealed System Certification, Vocational Training, Technician or Electrician, Factory Training, Electric and Mechanical Repair, and an Associates Degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (40%) employers report that work experience is required. **Some** (38%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 11 months Electrician, Electronic Mechanic, Technician, Auto Mechanic, Plumber, and General Mechanical Repair.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to operate circuit test equipment	3.0
Ability to operate power hand tools	2.9
Ability to read schematics	2.9
Possession of a valid driver's license	2.9

Physical

Good hand-eye coordination	3.0
Ability to lift at least 50 pounds, repeatedly	2.9

Personal

Customer service skills	3.0
Ability to work independently	3.0
Ability to work under pressure	2.9

Basic

Ability to read and follow instructions	3.0
Oral communication skills	3.0
Basic math skills	2.9

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Customer service, management, supervision, computer, factory training, and additional education.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Computer, communication, technical training, new appliance repair, personality, reading, writing, arithmetic, and using research tools.

COMPUTER SKILLS SOUGHT:

A **few** (6%) employers seek word processing; a **few** (6%) employers seek database; a **few** (6%) employers seek spreadsheet, and **some** (20%) employers seek other (e.g. In-house System).

Employers report the following software applications are used: Word, Excel, and Access.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Diablo Valley College
- Los Medanos College
-

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$15.00	\$ 7.00
New hires, experienced:	\$ 6.50 - \$15.00	\$ 9.00
Experienced, 3 years with firm:	\$ 8.50 - \$20.00	\$12.00

OTHER RELEVANT INFORMATION

Hours Worked

Almost All (96%) employees worked full-time averaging 40 hours a week, and a **few** (4%) worked part-time averaging 23 hours a week.

Unionization

No (0%) firms, and **no** (0%) employees are union.

Gender

Male (95%), Female (5%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	20%	0%
Dental Insurance	13%	0%
Vision Insurance	0%	0%
Life Insurance	13%	0%
Paid Sick Leave	27%	0%
Paid Vacation	60%	0%
Retirement Plan	20%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Many (40%) employers report that they promote employees.

Responding employers listed the following positions as promotional opportunities:

- Lead Technician
- Senior Technician
- Technician Manager
- Journey-person
- Supervisor

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Small

Projected new jobs: 20

Openings due to separations: 10

Projected growth between 1995-2002 is faster than average, 28.6%.

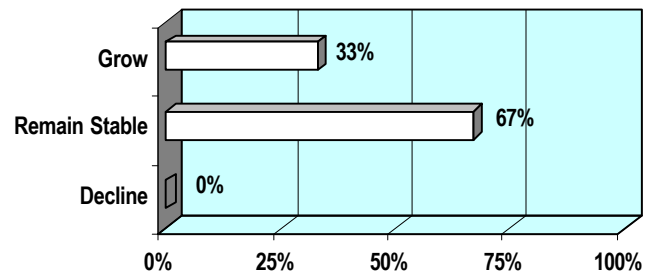
(Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (55%) vacancies filled over the last 12 months were due to employees leaving; **some** (23%) filled were due to new positions; a **few** (19%) filled were due to promotions, and a **few** (3%) filled were due to temporary/on-call positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (33%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Department Stores
- Appliance Stores, Household
- Electrical and Electronic Repair Shops, N.E.C
- Carpet and Upholstery Cleaning
- Repair Shops and Related Services, N.E.C.

Related Dictionary of Occupational Titles (DOT) Code:

637.261-010, 723.381-010, 723.584-010, 729.281-022, 827.261-014

For more information, see COG #101

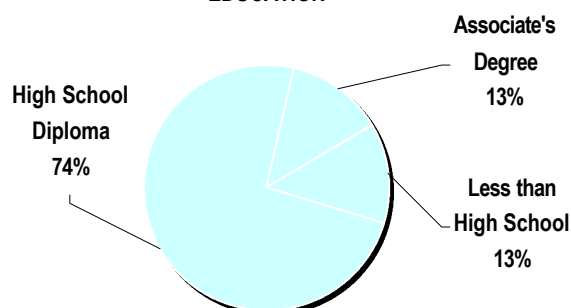
ELECTRICAL AND ELECTRONIC ASSEMBLERS

15 Employers Represented

Electrical and Electronic Assemblers include assemblers who perform work at a level not requiring a high degree of precision. The occupation includes such occupations as Electronic Wires, Armature Connectors, Electric Motor Winders, Skein Winders, Carbon Brush Assemblers, Battery and Battery Parts Assemblers, Electric Sign Assemblers, and Electrical and Electronic Subassemblers. **OES Code: 939050**

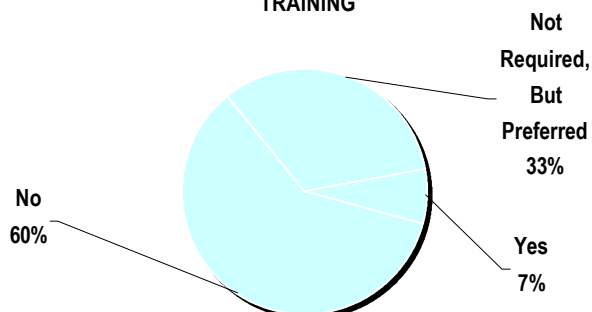
EMPLOYER REQUIREMENTS

EDUCATION



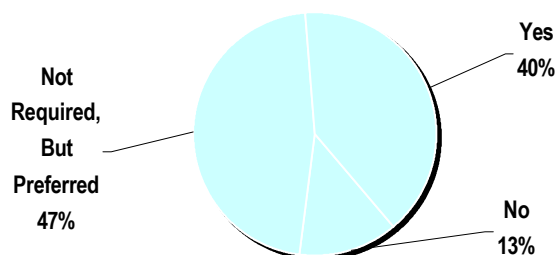
Most (74%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING



A **few** (7%) employers report that training is required prior to employment. **Most** (77%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 17 months Specialized Electronics or Assembly class.

EXPERIENCE



Many (40%) employers report that work experience is required. **Some** (30%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 12 months Component/Frame Assembly, or Manufacturing Environment.

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of available positions	47%
Lack of training	27%
Lack of upgraded skills	13%
Lack of motivation	13%

Training resources used to upgrade skills:

On-the-Job Training	73%
Community College	33%
Adult Education	13%
Apprenticeship	7%
Workshops	0%

Apprenticeship training program availability:

No	87%
Yes	13%

Type of employee found through a staffing service:

None of the Above	47%
Temporary-to-Permanent	40%
Temporary	27%
Seasonal	0%
Project	0%
All of the Above	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Technical and broad product knowledge, trouble shooting, group leadership, read wiring diagrams, assembly knowledge, electronic training, AA in electronics, and ability to follow instructions.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Tools appropriate for each task.

COMPUTER SKILLS SOUGHT: (5 of 15 firms responding)

Word Processing	20%
Spreadsheet	40%
Database	40%
Other	80%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.50 - \$11.03	\$ 9.00
New hires, experienced:	\$ 7.50 - \$14.50	\$10.00
Experienced, 3 years with firm:	\$ 9.00 - \$17.00	\$13.00

Hours Worked

	% of Employees	Weekly Hours
Full-Time	89%	40
Part-Time	8%	24
Temporary/On-Call	3%	40

Unionization

Union firms	1 of 14	7%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	20	0	67	0	0	0
Dental	20	0	53	0	0	0
Vision	7	0	40	0	0	0
Life	27	0	13	0	20	0
Sick	47	0	20	0	0	0
Vacation	80	7	7	0	0	0
Retirement	40	0	20	0	20	0
Child Care	0	0	0	0	7	0
Other	0	0	7	0	7	0
(ESPP, 401k)						

PROMOTIONAL OPPORTUNITIES

Most (60%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Assembly Technician
- Electronic Technician
- Foreperson
- Lead Position
- Leadman Assembler
- Supervisor
- Technician
- Tester

Related **Dictionary of Occupational Titles (DOT) Code:**

720.281-010, 720.281-018, 726.381-014, 729.281-010, 823.361-010

For more information, see COG#47, 34

EMPLOYMENT TRENDS

Occupation size: Small
 Projected new jobs: 10
 Openings due to separations: 20
 Gender: 38% Male 62% Female
 Projected growth between 1997 2004 is slower than average, 6.7%
 (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

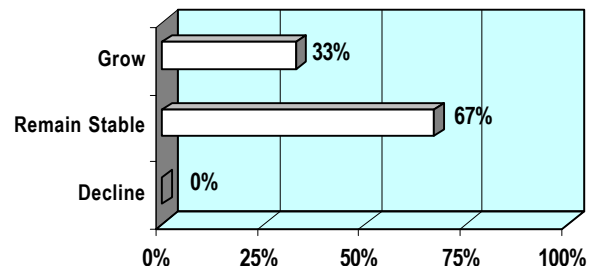
Annual Turnover

Employers responding to the survey report a (19%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 34%
 New Positions 45%
 Promotions 14%
 Temporary 8%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Employee referrals
- Newspaper ads
- Employment Development Department

WHERE THE JOBS ARE

- Electrical & Electronic Repair Shops, N.E.C.
- Electrical Equipment & Wiring Supplies, Wholesale
- Industrial Instruments, Process Control & Related Products
- Lighting Fixtures, Commercial, Industrial & Institutional Electric
- Printed Circuit Boards
- Radio & TV Broadcasting & Communications Equipment
- Signs & Advertising Specialties
- Surgical & Medical Instruments & Apparatus
- Transformers, Power, Distribution & Specialty

ELECTRICAL AND ELECTRONIC ENGINEERING TECHNICIANS AND TECHNOLOGISTS

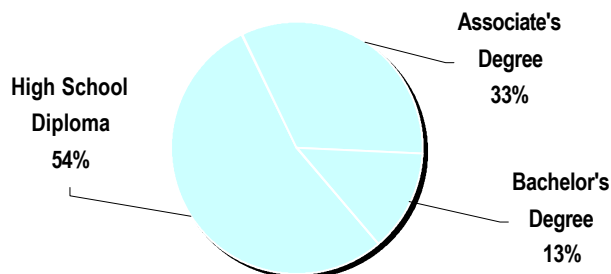
15 Employers Represented

Electrical and Electronic Engineering Technicians and Technologists apply electrical and electronic theory and related knowledge to design, build, test, repair, and modify developmental, experimental, or production electrical equipment in industrial or commercial plants for subsequent use by engineering personnel in making engineering design and evaluation decisions. Does not include workers who only repair electronic equipment.

OES Code: 225050

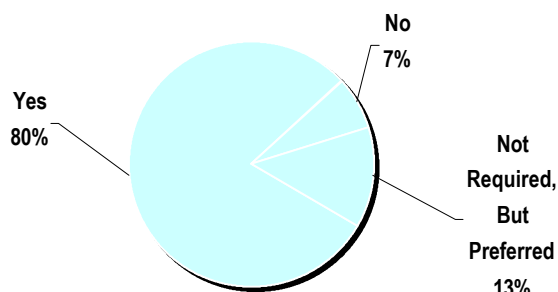
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



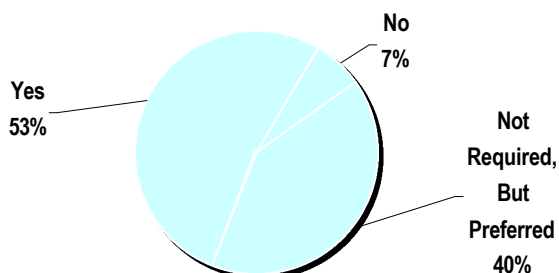
Many (54%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Almost all (80%) employers report that training is required prior to employment. **Many** (43%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 18 months Technical or Vocational, an Electronic Engineering degree, Programming or Electrical and Electronic Theory College Courses, Electronics Repair, Electronics Certification, Analog and Digital, or On-The-Job training.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (53%) employers report that work experience is required. **Many** (42%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 14 months HVAC, Engineering, Test Technician, or Manufacturing.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to apply principles of electrical and electronic theory	2.9
Ability to operate electrical and electronics testing equipment	2.8
Ability to read schematics	2.8
CAD drafting skills	2.3

Physical

Ability to stand for prolonged periods of time	2.0
--	-----

Personal

Ability to work as part of a team	2.8
Oral communication skills	2.8

Basic

Detail oriented	2.9
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SKILLS NEEDED FOR CAREER ADVANCEMENT:

Technical knowledge, Bachelor's degree, high-tech systems, design and development expertise, management skills, team player, flexibility, communication, leadership, electrical knowledge, documentation and personnel management, technical advancement experience, ability to run a job site, and on-the-job training.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Communication, construction, engineering, continued training, knowledge of oscilloscopes and other lab equipment, business development, and knowledge of the job.

COMPUTER SKILLS SOUGHT:

Many (53%) employers seek word processing; **many** (47%) employers seek database; **most** (60%) employers seek spreadsheet; a **few** (13%) employers seek desktop publishing, and **some** (33%) employers seek other (e.g. company designed software). Employers report the following software applications are used: Word, Excel, and Access.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union/Union	Range	Median
New hires, no experience:	\$ 8.00 - \$16.00	\$10.00
New hires, experienced:	\$11.00 - \$31.91	\$15.00
Experienced, 3 years with firm:	\$15.00 - \$35.10	\$20.00

OTHER RELEVANT INFORMATION

Hours Worked

Many (56%) employees worked full-time averaging 40 hours a week; **many** (43%) worked temporary/on-call averaging 40 hours a week, and a **few** (1%) worked part-time averaging 23 hours a week.

Unionization

A **few** (7%) firms, and a **few** (3%) employees are union. Employers report affiliations with the following unions: Local 332, Local 595, International Brotherhood of Electrical Workers Local 302, and International Brotherhood of Electrical Workers Local 1245.

Gender

Male (89%), Female (11%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	40%	0%
Dental Insurance	27%	0%
Vision Insurance	33%	0%
Life Insurance	20%	0%
Paid Sick Leave	60%	7%
Paid Vacation	73%	7%
Retirement Plan	20%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Almost all (80%) employers report that they promote employees. Responding employers listed the following positions as promotional opportunities:

- Engineer
- Supervisor
- Manager
- Lead
- Lead Supervisor
- Project Manager
- Engineering Technician
- Senior Technician
- Journey-person

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%,

Many = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

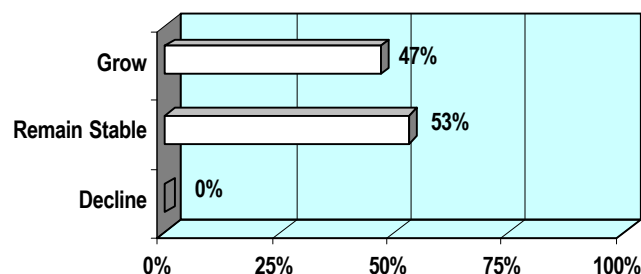
Occupation size: Medium
Projected new jobs: 190
Openings due to separations: 130
Projected growth between 1995-2002 is faster than average, 24.1%.
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (63%) vacancies filled over the last 12 months were due to temporary/on-call positions; **some** (29%) filled were due to new positions; a **few** (4%) filled were due to promotions, and a **few** (4%) filled were due to employees leaving.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (53%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **many** (47%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Newspaper ads
- Walk-in applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Contractors, Electrical Work
- Tools, Hand and Edge (except machine saws)
- Search, Detection, Navigation, Guidance, Aeronautical, and Nautical Systems and Instruments
- Electrical Measurement and Test Equipment
- Laboratory Analytical Instruments
- Dental Equipment and Supplies
- Help Supply and Employee Leasing Services
- Computer Related Services

Related Dictionary of Occupational Titles (DOT) Code:

003.161-010, 003.161-014, 019.281-010, 726.261-010, 726.261-014

For more information, see COG #331

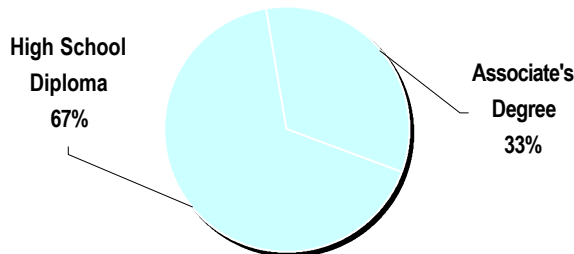
ELECTRONIC HOME ENTERTAINMENT EQUIPMENT REPAIRERS

9 Employers Represented

Electronic Home Entertainment Equipment Repairers adjust and repair radio and television receivers, stereo systems, phonographs, tape recorders, video systems, and other electronic home entertainment equipment. **OES Code: 857080**

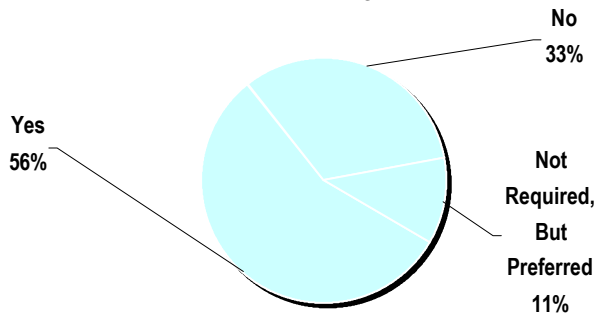
EMPLOYER REQUIREMENTS

EDUCATION



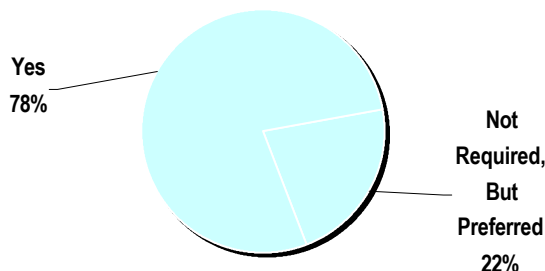
Most (67%) employers report that recent new hires have completed their high school diploma or equivalent.

TRAINING



Many (56%) employers report that training is required prior to employment. **Some** (33%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 16 months Technician Training, Electronics School Associate of Arts degree, or A+ Certification.

EXPERIENCE



Most (78%) employers report that work experience is required. **Many** (44%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 12 months Cable Installer, or Electronics

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of available positions	44%
Lack of training	22%
Lack of upgraded skills	22%
Lack of motivation	11%

Training resources used to upgrade skills:

Workshops	56%
On-the-Job Training	33%
Community College	22%
Adult Education	0%
Other	11%

Apprenticeship training program availability:

No	56%
Yes	33%

Type of employee found through a staffing service:

None of the Above	100%
Temporary-to-Permanent	0%
Temporary	0%
Project	0%
Seasonal	0%
All of the Above	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Electronics, management skills, technical ability, and trouble shooting.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Physically fit, lifting, excellent customer service, people skills, electronics, signal levels amplification, and updated schooling.

COMPUTER SKILLS SOUGHT: (5 of 9 firms responding)

Word Processing	20%
Spreadsheet	20%
Database	80%
Other	40%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2000

ELECTRONIC HOME ENTERTAINMENT EQUIPMENT REPAIRERS

26 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 7.00 - \$ 7.00	\$ 7.00
New hires, experienced:	\$ 9.00 - \$16.00	\$13.00
Experienced, 3 years with firm	\$13.00 - \$19.00	\$15.50

Hours Worked

	% of Employees	Weekly Hours
Full-Time	69%	40
Part-Time	31%	14

Unionization

None reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	56	0	0	0	11	22
Dental	56	0	0	0	11	11
Vision	33	0	0	0	11	11
Life	22	0	0	0	11	0
Sick	67	0	0	0	0	11
Vacation	78	0	0	0	0	0
Retirement	22	0	11	11	0	0
Child Care	11	0	0	0	0	0
Other	0	0	0	0	0	0

PROMOTIONAL OPPORTUNITIES

Some (22%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Technician
- District Services Technician
- Manager

Related Dictionary of Occupational Titles (DOT) Code:
726.381-014

For more information, see COG #N/A

EMPLOYMENT TRENDS

Occupation size: Small
Projected new jobs: 0
Openings due to separations: 10
Gender: 96% Male 4% Female
Projected growth between 1997 2004 will remain stable.
(Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

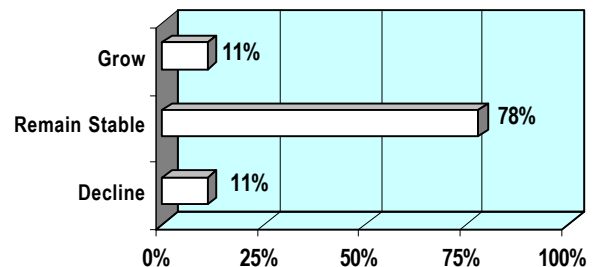
Annual Turnover

Employers responding to the survey report a (14%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 29%
New Positions 57%
Promotions 14%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Employee referrals
- Walk-in applicants
- Colleges/Universities
- Newspaper ads

WHERE THE JOBS ARE

- Radio, Television & Consumer Electronics Stores
- Radio & TV Repair Shops

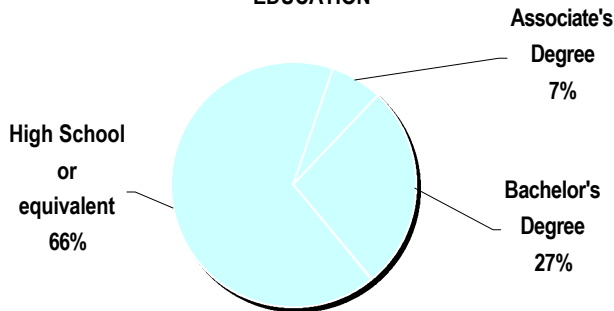
EMPLOYMENT INTERVIEWERS - PRIVATE OR PUBLIC

15 Employers Represented

Employment Interviewers interview job applicants in an employment office and refer them to prospective employers for consideration. They record and evaluate various pertinent data, search application files, notify selected applicants of job openings, refer qualified applicants to prospective employers, and contact employers to verify referral results and record data. **OES Code: 215080**

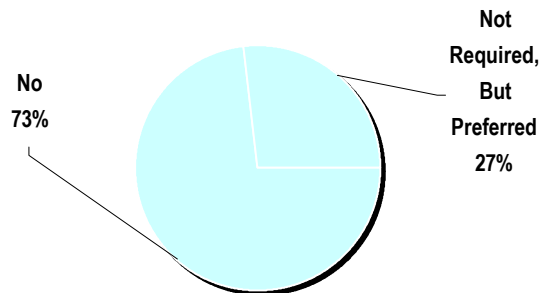
EMPLOYER REQUIREMENTS

EDUCATION



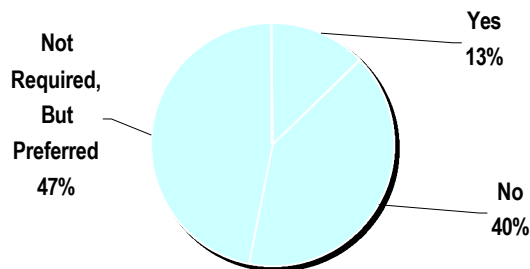
Most (66%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING



No (0%) employers report that training is required. **Some** (33%) employers report that training is accepted as a substitute for experience. **Type of training required:** None.

EXPERIENCE



A **few** (13%) employers report that no experience is required. **Most** (78%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 25 months Human Resources, Technical Work, Recruiting, Retail/Business, Accounting/Finance, Engineering, Supervisory/Administrative Skills, Sales or Management.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of available positions	36%
Lack of motivation	21%
Lack of upgraded skills	14%
Lack of training	0%

Training resources used to upgrade skills:

On-the-Job Training	64%
Workshops	50%
Community College	14%
Apprenticeship	7%
Other	7%
Adult Education	0%

Apprenticeship training program availability:

No	79%
Yes	14%

Type of employee found through a staffing service:

None of the Above	79%
All of the Above	7%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Performance management, communication, customer service, motivation, problem solving, counseling, financial skills, sales, knowledge of industry, clientele base, professionalism, computer skills and continuing higher education.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Client relations, computer familiarity, latest developments and customer service skills.

COMPUTER SKILLS SOUGHT: (11 of 15 firms responding)

Word Processing	91%
Spreadsheet	64%
Database	45%
Desktop Publishing	18%
Other	18%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union/Union	Range	Median
New hires, no experience:	\$ 8.50 - \$18.70	\$14.38
New hires, experienced:	\$11.51 - \$28.77	\$14.92
Experienced, 3 years with firm:	\$11.51 - \$28.77	\$18.00

Hours Worked

	% of Employees	Weekly Hours
Full-Time	95%	41
Part-Time	4%	24
Temporary/On-Call	1%	8

Unionization

Union firms	1 of 14	7%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	60	7	27	0	7	0
Dental	53	7	20	0	13	0
Vision	47	7	20	0	13	0
Life	40	0	13	0	7	0
Sick	73	7	7	0	7	0
Vacation	80	7	7	0	7	0
Retirement	33	7	27	0	13	0
Child Care	0	0	0	0	7	0
Other	0	0	0	0	7	0
(401k)						

PROMOTIONAL OPPORTUNITIES

Most (53%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Branch Manager
- Technical Recruiter II, III
- Sales Representative
- Customer Service Manager
- Senior Staffing Specialist
- Area Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
166.267-010

For more information, see COG #38

EMPLOYMENT TRENDS

Occupation size: Small
 Projected new jobs: 40
 Openings due to separations: 50
 Gender: 35% Male 65% Female
 Projected growth between 1997 2004 is Average, 17.4%.
 (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18 %)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Very difficult**. Employer demand is considerably greater than the supply of qualified applicants.

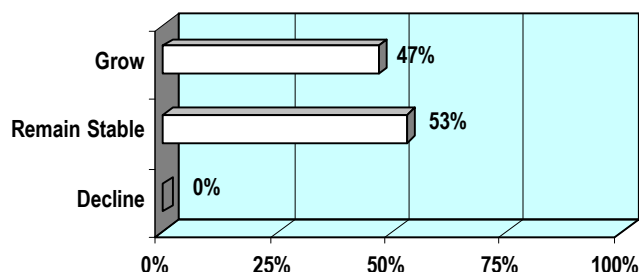
Annual Turnover

Employers responding to the survey report (35%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 62%
 New Positions 32%
 Promotions 6%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Internet
- In-house promotion or transfer
- Employee referrals

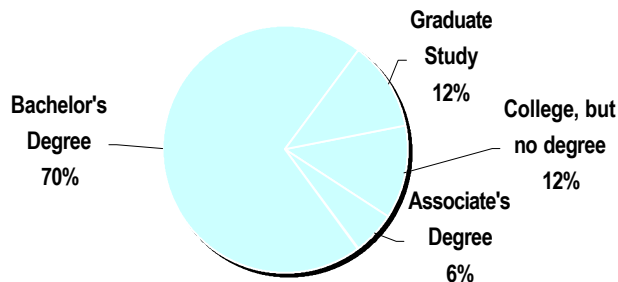
WHERE THE JOBS ARE

- Colleges, Community & Technical Institutes
- Help Supply & Employee Leasing Services
- Employment Agencies & Executive Search

Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. Includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions. **OES Code: 130020**

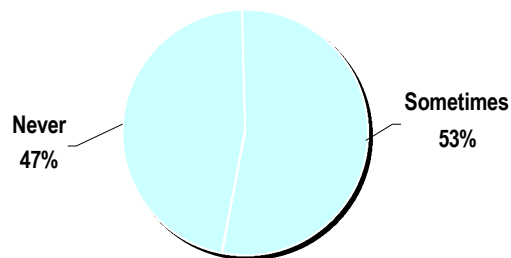
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



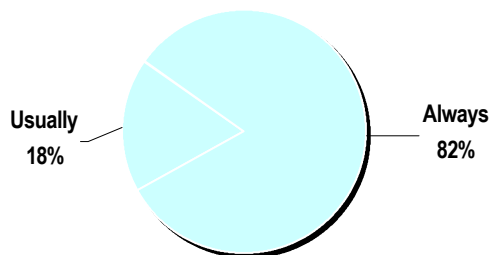
Most (70%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (53%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 24 to 48 months CPA, or Accounting degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Almost all (82%) employers report that work experience is always required. **Desired work experience when acceptable:** 24 to 48 months Accounting Clerk, Accounting Manager, Controller, CPA, Finance Director, CFO, Full Charge Bookkeeper, or General Accounting Manager.

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%, **Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Problem solving skills	3.0
Ability to read and comprehend information quickly	3.0
Ability to use a computer	3.0
Familiarity with computerized accounting systems	2.9
Verbal presentation skills	2.9
Ability to hire/assign personnel	2.8
Knowledge of regulations affecting financial institutions	2.7
Knowledge of database management principles	2.7

Personal

Ability to work under pressure	3.0
Ability to motivate others	2.8
Ability to work independently	2.8
Ability to plan and organize the work of others	2.8
Public contact skills	2.6

Basic

Oral communication skills	3.0
Knowledge of budget analysis work	3.0
Knowledge of business math	2.9
Knowledge of financial planning	2.9

ADDITIONAL QUALIFICATIONS REQUIRED:

Continuing education, creative skills, supervisory skills and experience, four-year degree, professional accounting, senior accountant, management skills, excellent technical skills, leadership skills, and willingness to work additional hours.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Database integration, automated accounting, networking, and Windows-based computer skills.

COMPUTER SKILLS SOUGHT:

Almost all (93%) seek spreadsheet; **many** (53%) seek word processing; **many** (53%) seek database, and **some** (20%) seek other (e.g. accounting/finance software, and general ledger).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University, Hayward - Contra Costa Campus
- John F. Kennedy University
- St. Mary's College
- University of Phoenix
- University of SF-College of Professional Studies

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$13.43 - \$26.74	\$14.38
New hires, experienced:	\$14.38 - \$48.43	\$26.37
Experienced, 3 years with firm:	\$17.26 - \$48.80	\$28.77

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

All (100%) employees worked full-time averaging 40 hours a week.

Unionization

None reported.

Gender

Male (57%, Female (43%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	100%	0%
Dental Insurance	88%	0%
Vision Insurance	53%	0%
Life Insurance	94%	0%
Paid Sick Leave	94%	0%
Paid Vacation	100%	0%
Retirement Plan	71%	0%
Child Care	18%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Senior Financial Manager
- Director of Administration

Related Dictionary of Occupational Titles (DOT) Code:
186.167-086

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 - 2002

Occupation size: Very Large

Projected new jobs: 1180

Openings due to separations: 360

Projected growth between 1995-2002 is much faster than average, 33.1%.

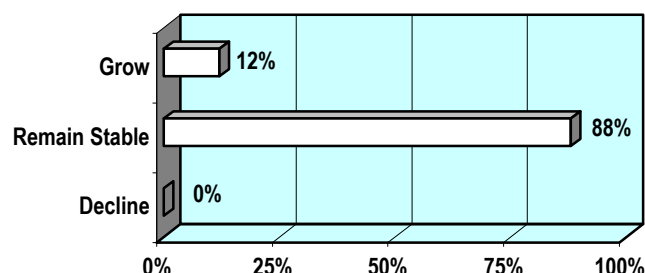
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced applicants and **some** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **almost all** (80%) vacancies filled over the last 12 months were due to employees leaving, and **some** (20%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (88%) employers responding expect this occupation's employment to remain stable over the next 3 years, and a **few** (12%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees referrals
- In-house promotion or transfer
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Electrical and Concrete Work
- Insurance Agents, Brokers, and Service
- Real Estate Agents
- Offices of Health Practitioners, NEC
- Legal Services
- Junior Colleges and Colleges and Universities
- Individual and Family Services
- Civic and Social Associations
- Architectural Services
- Local Government

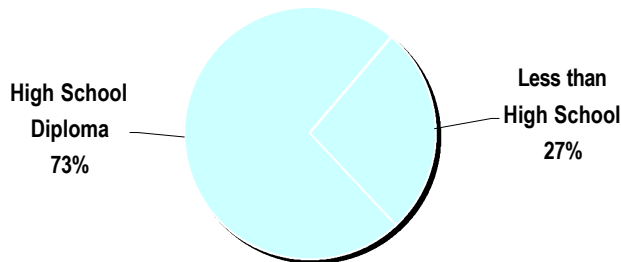
FOOD PREPARATION WORKERS

15 Employers Represented

Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen. **OES Code: 650380**

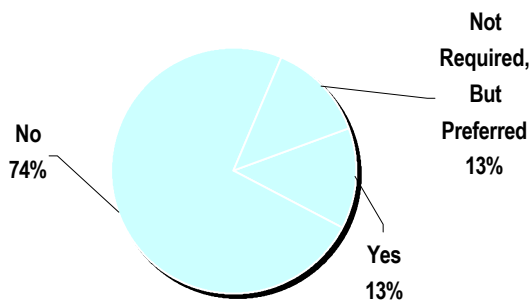
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



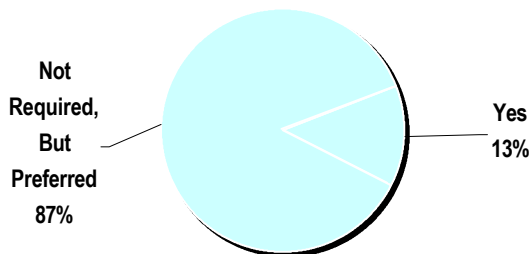
Most (73%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



A **few** (13%) employers report that training is required prior to employment. **Almost all** (80%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 11 months Nutrition and Safety, Food Service Director, Supervision Certification, Dietary, Culinary School, or On-the-Job training.

PREVIOUS WORK EXPERIENCE REQUIRED



A **few** (13%) employers report that work experience is required. **Almost all** (87%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 7 months Food Service, Short Order Cook, Pantry Help, General Kitchen Help, Food Preparation, Cook, Restaurant Worker, Maid, or House Cleaner.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to operate kitchen equipment safely 2.9

Physical

Ability to stand continuously for 2 or more hours 3.0

Ability to pass a pre-employment medical examination 1.7

Personal

Ability to follow instructions 3.0

Ability to work as part of a team 3.0

Willingness to work part-time, overtime, weekends and holidays 2.1

Basic

Good oral communication skills 2.5

Problem solving skills 2.2

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Advanced nutritional training, knowledge of the facility and the job, organization, communication, reliability, ability to operate machinery, leadership, high energy, passion for growth, excellent attendance, English skills, problem solving ability, attitude, good work ethic, dedication, motivation, cashiering, coordinating activities, good judgement, great customer service, and attention to detail.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Speed, ability to work independently, enthusiasm, willingness to work, knowledge of therapeutic diets, ability to work with children, self-motivating, outgoing, and reliable.

COMPUTER SKILLS SOUGHT:

A **few** (7%) employers seek word processing, and a **few** (13%) employers seek database.

Employers report the following software applications are used: Word, and SurePrep.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Antioch Adult School
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Los Medanos College
- Mt Diablo Adult Education
- Pittsburg Adult Education Center
- Rubicon Programs, Inc.
- West Contra Costa Adult Education

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 5.75 - \$ 7.00	\$ 6.50
New hires, experienced:	\$ 6.75 - \$ 8.00	\$ 7.25
Experienced, 3 years with firm:	\$ 7.00 - \$13.00	\$ 9.73

Union

	Range	Median
New hires, no experience:	\$ 6.35 - \$11.73	\$ 7.12
New hires, experienced:	\$ 6.90 - \$12.31	\$ 7.38
Experienced, 3 years with firm:	\$ 7.00 - \$14.25	\$ 8.36

OTHER RELEVANT INFORMATION

Hours Worked

Many (54%) employees worked full-time averaging 39 hours a week; **many** (40%) worked part-time averaging 23 hours a week; a **few** (5%) worked temporary/on-call averaging 21 hours a week, and a **few** (1%) worked seasonal averaging 14 hours a week.

Unionization

Many (40%) firms, and most (61%) employees are union. Employers report affiliations with the following unions: Public Employees Union Local 1, Health Care Workers Union Local 250, and California School Employees Association Chapter 65.

Gender

Male (40%), Female (60%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	40%	0%
Dental Insurance	40%	0%
Vision Insurance	7%	0%
Life Insurance	13%	0%
Paid Sick Leave	60%	20%
Paid Vacation	73%	27%
Retirement Plan	20%	0%
Child Care	0%	0%
Other	7%	7%
(Paid Family Days Off, and Credit Union Membership)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Almost all (87%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Lead or Head Cook
- Kitchen Manager or Assistant
- Grill or Line Cook
- Chef or Baker
- Child Nutrition Worker or Specialists
- Food Service Director or Assistant
- Supervisor or Shift Supervisor

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

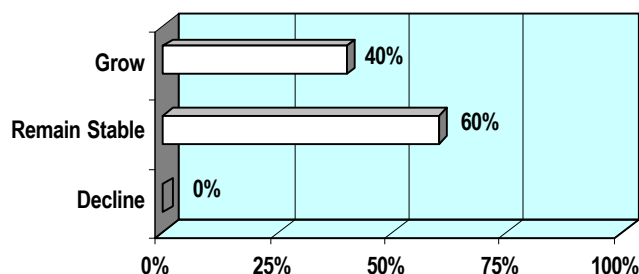
Occupation size: Very Large
 Projected new jobs: 560
 Openings due to separations: 280
 Projected growth between 1995-2002 is average, 22.6%.
 (Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **some** (36%) vacancies filled over the last 12 months were due to employees leaving; **some** (33%) filled were due to new positions; a **few** (17%) filled were due to promotions, and a **few** (14%) filled were due to temporary/on-call positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (60%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **many** (40%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Grocery Stores
- Restaurants, Caterers and Eating Places
- Sports and Recreation Clubs, Membership
- Nursing Care Facilities, Skilled
- Hospitals, General Medical and Surgical
- Schools, Elementary and Secondary
- Child Day Care Services

Related Dictionary of Occupational Titles (DOT) Code:

313.684-010, 316.661-010, 316.684-010, 317.684-010, 317.687-010

For more information, see COG #331

FORKLIFT OPERATORS

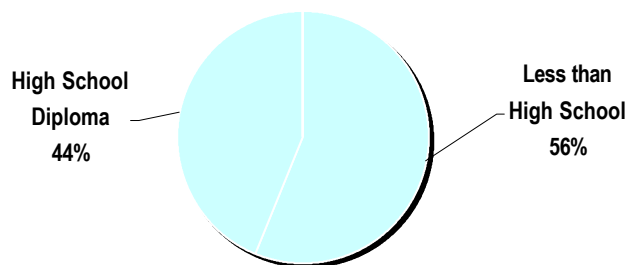
16 Employers Represented

Forklift Operators operate forklift to push, pull, lift, stack, tier or move products, equipment, or materials in warehouse, storage yard or factory.

Non OES Code: 921683999

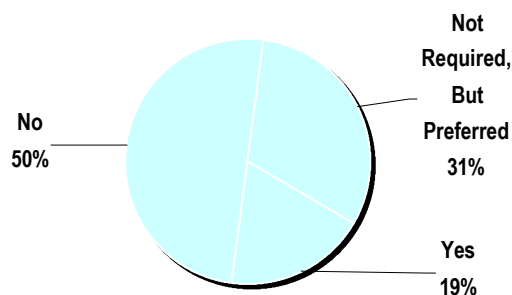
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



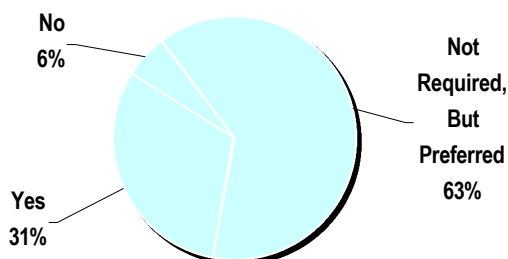
Many (56%) employers report that when hiring, the minimum education required is less than high school.

TRAINING REQUIRED



A **few** (19%) employers report that training is required prior to employment. **Most** (60%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 3 months Forklift Operator Training, or Certificate.

PREVIOUS WORK EXPERIENCE REQUIRED



Some (31%) employers report that work experience is required. **Most** (73%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 9 months Warehouse Worker, Sales, Forklift Operator, Driver, Yard-person, Retail Sales, or Nursery Worker.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of safety techniques	2.6
Material handling skills	2.6
Loading/unloading skills	2.4
Forklift certification required	1.7

Physical

Good hand-eye coordination	2.5
Ability to stand continuously for 2 or more hours	2.3
Ability to stock shelves	2.2

Personal

Ability to work independently	2.7
Ability to interact well with others	2.6

Basic

Ability to follow oral instructions	2.8
Ability to perform routine, repetitive work	2.8

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Carpentry, interpersonal, management, flexibility, field education, product knowledge, writing, reading, math, and experience on-the-job.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Product knowledge, customer service, and carpentry.

COMPUTER SKILLS SOUGHT:

None

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Worldwide Educational Services

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 5.75 - \$10.00	\$ 8.26
New hires, experienced:	\$ 6.00 - \$12.50	\$10.00
Experienced, 3 years with firm:	\$ 6.75 - \$15.67	\$12.90

Union

	Range	Median
New hires, no experience:	\$ 7.00 - \$26.50	\$12.00
New hires, experienced:	\$11.50 - \$26.50	\$17.06
Experienced, 3 years with firm:	\$16.00 - \$30.00	\$17.06

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (80%) employees worked full-time averaging 40 hours a week, and **some** (20%) worked part-time averaging 25 hours a week.

Unionization

Some (25%) firms, and **many** (46%) employees are union. Employers report affiliations with the following unions: Teamsters Local 315, and United Food and Commercial Workers Union Local 870.

Gender

Male (87%), Female (13%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	56%	6%
Dental Insurance	38%	6%
Vision Insurance	13%	6%
Life Insurance	31%	6%
Paid Sick Leave	44%	13%
Paid Vacation	50%	13%
Retirement Plan	25%	13%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Most (69%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Full-time Driver
- Lead
- Warehouse Supervisor
- Sales Clerk
- Counter-person
- Carpenter
- Supervisor
- Manager

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

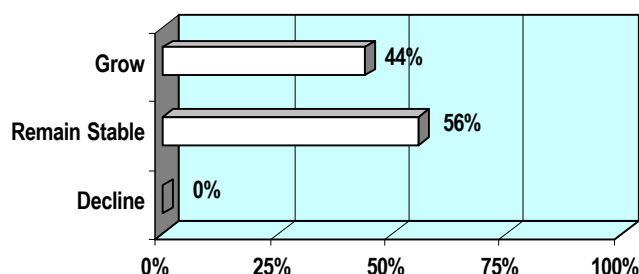
Occupation size: Data Not Available
 Projected new jobs: Data Not Available
 Openings due to separations: Data Not Available
 Projected growth between 1995-2002 is, remain stable.
 (Average growth between 1995 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (48%) vacancies filled over the last 12 months were due to promotions; **some** (28%) filled were due to employees leaving; a **few** (13%) filled were due to temporary/on-call positions, and a **few** (12%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (56%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **many** (44%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Contractors, General, Single-Family Residential
- Contractors, General, Other Non-Residential Buildings
- Lumber and Building Materials Dealers
- Hardware Stores, Retail
- Lawn and Garden Supply Stores, Retail Nurseries
- Department Stores
- Grocery Stores
- Furniture Stores

Related Dictionary of Occupational Titles (DOT) Code:

911.663-014, 912.663-010, 914.667-010

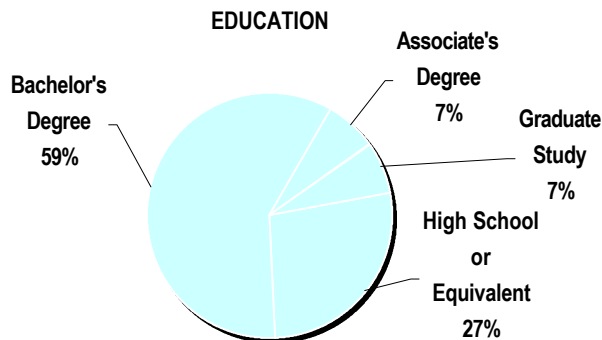
For more information, see COG #N/A

GENERAL MANAGERS AND TOP EXECUTIVES

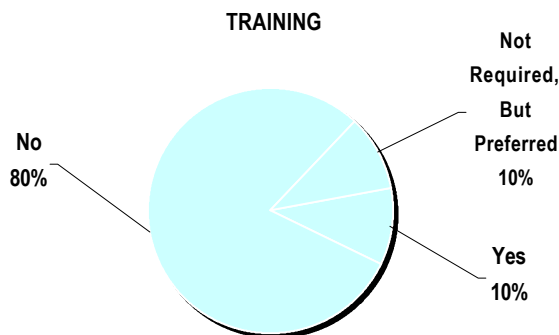
15 Employers Represented

General managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives. Does not include managers of smaller establishments who typically engage in the same activities as the workers they supervise. **OES Code: 190050**

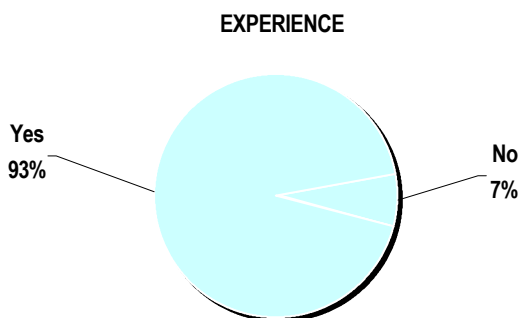
EMPLOYER REQUIREMENTS



Many (59%) employers report that recent new hires have completed their Bachelor's Degree.



A **few** (10%) employers report that training is required prior to employment. **No** (0%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 12 months Civil Engineering, or Construction.



Almost all (93%) employers report that work experience is required. **Many** (50%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 43 months Construction, Engineering, Banking, Auto Body Shop Manager, Human Resources, Psychology, Accounting, or Construction.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of available positions	70%
Lack of motivation	20%
Lack of upgraded skills	10%
Lack of training	0%

Training resources used to upgrade skills:

On-the-Job Training	50%
Workshops	50%
Adult Education	0%
Community College	0%
Apprenticeship	0%

Apprenticeship training program availability:

No	70%
Yes	20%

Type of employee found through a staffing service:

None of the Above	80%
Project	10%
Temporary	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Effective communication skills, logical decision making, supervision of people, sales ability, leadership, generate new business, and financial success.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Hands on abilities, communication skills, spreadsheet and word processing software, budgeting, fundraising, and people management.

COMPUTER SKILLS SOUGHT: (12 of 16 firms responding)

Word Processing	75%
Spreadsheet	75%
Database	42%
Desktop Publishing	17%
Other	50%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$11.51 - \$57.53	\$23.97
Experienced, 3 years with firm:	\$14.38 - \$60.22	\$28.77

Hours Worked

	% of Employees	Weekly Hours
Full-Time	100%	49

Unionization

None reported.

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	20	0	73	0	7	0
Dental	20	0	53	0	13	0
Vision	0	0	47	0	13	0
Life	60	0	20	0	13	0
Sick	73	0	7	0	0	0
Vacation	80	0	7	0	0	0
Retirement	27	0	67	0	7	0
Child Care	0	0	7	0	13	0
Other	33	0	0	0	20	0
(Profit sharing, company car, product discount, LTD)						

PROMOTIONAL OPPORTUNITIES

Most (60%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Area Manager
- District manager
- Regional Director Operations
- Vice President/Executive Vice President
- President/CEO

Related Dictionary of Occupational Titles (DOT) Code:
N/A

For more information, see COG #N/A

EMPLOYMENT TRENDS

Occupation size: Very Large
 Projected new jobs: 1440
 Openings due to separations: 1030
 Gender: 72% Male 28% Female
 Projected growth between 1997 - 2004 is average, 17.9%
 (Average growth between 1997 - 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

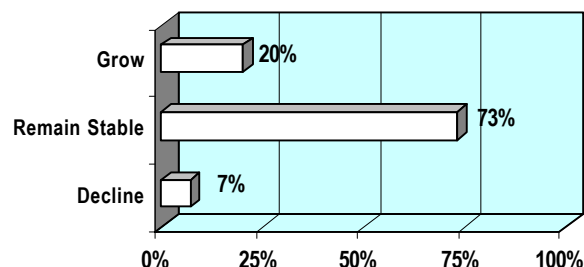
Annual Turnover

Employers responding to the survey report a (24%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 33%
 New Positions 33%
 Promotions 33%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- In-house promotion or transfer
- Employee referrals
- Newspaper ads

WHERE THE JOBS ARE

- Advertising, N.E.C.
- Auto Body, Paint & Upholstery Repair Shops
- Building Cleaning & Maintenance Services, N.E.C.
- Contractors, General, Other Nonresidential Buildings
- Contractors, General, Single-Family Residential
- Contractors, Special Trade, N.E.C.
- Health Practitioners, Offices & Clinics, N.E.C.
- Help Supply & Employee Leasing Services
- Insurance Agents, Brokers & Services
- Legal Services
- Motor Vehicle Dealers, New & Used
- Petroleum Refining
- Physical Fitness Facilities
- Social Services, Individual & Family

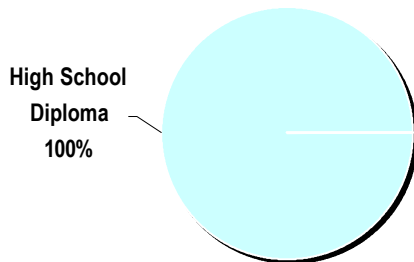
GENERAL OFFICE CLERKS

15 Employers Represented

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined. **OES Code: 553470**

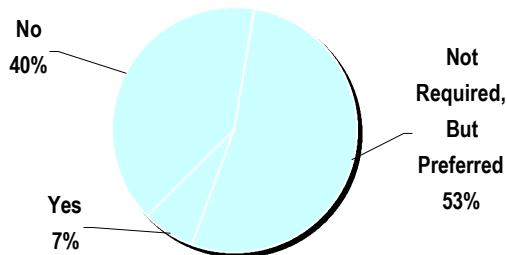
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



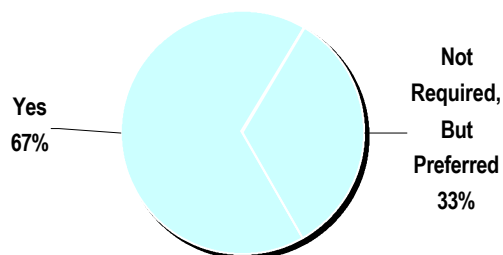
All (100%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



A **few** (7%) employers report that training is required prior to employment. **Most** (67%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 6 months On-the-Job training, Office Management, Computer, Typing, or Clerical.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (67%) employers report that work experience is required. **Almost all** (80%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 12 months Office Manager/Coordinator, Clerical, Secretary, Typist Clerk, Word Processing, Office Support, or Administrative related experience.

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%,
Many = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to operate office machines	2.7
Computer typing skills	2.7

Physical

Ability to work under pressure	2.3
--------------------------------	-----

Personal

Ability to work well with others	3.0
Customer service skills	3.0

Basic

Ability to meet deadlines	2.9
Ability to read and follow instructions	2.9
Ability to do basic math	2.8

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Motivation, desire, communication, dependability, accuracy, timeliness of work, office automation, computer knowledge, customer service, organization, knowledge of the job, supervision, management, advanced typing and word processing, stenography, bookkeeping, willingness/ability to learn new tasks, experience, and professional growth.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Organization, customer service, management, Internet, telephone people skills, bookkeeping, first aid, grammar, spelling, composition, interpersonal and communication

COMPUTER SKILLS SOUGHT:

Almost all (93%) employers seek word processing; **many** (47%) employers seek database; **most** (73%) employers seek spreadsheet; **some** (20%) employers seek desktop publishing, and a **few** (13%) employers seek other (e.g. Typing 40 words per minute). Employers report the following software applications are used: Word, Excel, Access, and PowerPoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Access USA computer Training Center
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Liberty High School Alternative Education
- Mt Diablo Adult Education
- Mt Diablo Vocational Services Training
- Pittsburg Adult Education Center
- Worldwide Educational Services

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 8.00 - \$12.00	\$ 8.75
New hires, experienced:	\$ 9.54 - \$12.50	\$10.52
Experienced, 3 years with firm:	\$ 9.54 - \$17.50	\$13.00

Union

	Range	Median
New hires, no experience:	\$ 9.89 - \$10.91	\$10.40
New hires, experienced:	\$ 9.89 - \$13.89	\$11.62
Experienced, 3 years with firm:	\$11.43 - \$17.73	\$13.72

OTHER RELEVANT INFORMATION

Hours Worked

Most (60%) employees worked full-time averaging 40 hours a week; **some** (21%) worked temporary/on-call averaging 40 hours a week, and a **few** (18%) worked part-time averaging 22 hours a week.

Unionization

Many (47%) firms, and **some** (34%) employees are union.

Employers report affiliations with the following unions:

AFSCME Local 2700, Public Employees Union Local 1 Clerical, California School Employees Association 85, and Local 790 SEIU.

Gender

Male (9%), Female (91%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	47%	0%
Dental Insurance	53%	0%
Vision Insurance	40%	0%
Life Insurance	33%	7%
Paid Sick Leave	80%	27%
Paid Vacation	87%	27%
Retirement Plan	40%	7%
Child Care	0%	0%
Other	7%	7%
(Tuition reimbursement)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Almost all (93%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Office Manager
- Clerk II
- Typist Clerk II
- Administrative, Staff, School or Principal's Secretary
- Recruiter or Assistant Recruiter
- Administrative Assistant II
- Administrative Clerk, Journey-level

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

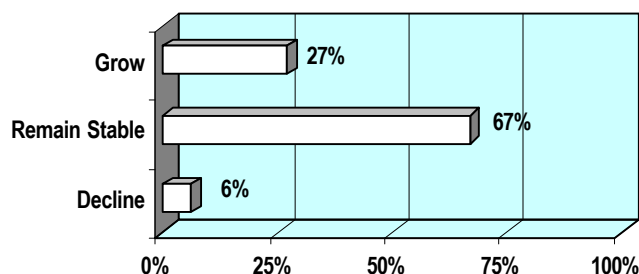
Occupation size: Very Large
 Projected new jobs: 1,530
 Openings due to separations: 1,730
 Projected growth between 1995-2002 is slower than average, 15.7%.
 (Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and qualified applicants, and it is **not difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (49%) vacancies filled over the last 12 months were due to temporary/on-call positions; **some** (25%) filled were due to employees leaving; a **few** (14%) filled were due to new positions, and a **few** (11%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 2 years; **some** (27%) expect it to grow, and a **few** (6%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- In-house promotions or transfer
- Employee referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Help Supply and Employee Leasing Services
- Auto Body, Paint and Upholstery Repair Shops
- Schools, Elementary and Secondary
- Colleges, Universities and Professional Schools
- Child Day Care Services
- Engineering Services
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:

219.362-010, 245.367-010, 245.367-014, 245.367-018, 249.367-010

For more information, see COG #295

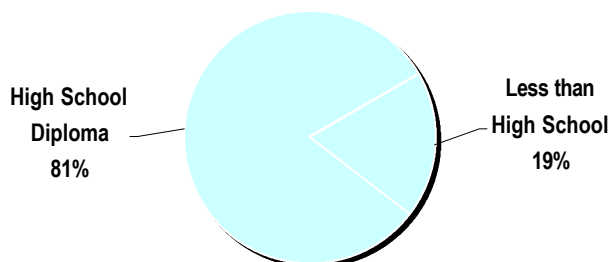
HAIRDRESSERS, HAIRSTYLISTS, AND COSMETOLOGISTS

16 Employers Represented

Hairdressers, Hairstylists, and Cosmetologists provide beauty services for customers, such as suggesting hair styles, cutting and styling hair, treating the scalp, applying make-up, and dressing wigs. Does not include Shampooers, Manicurists, and Beauty School Instructors. **OES Code 680050**

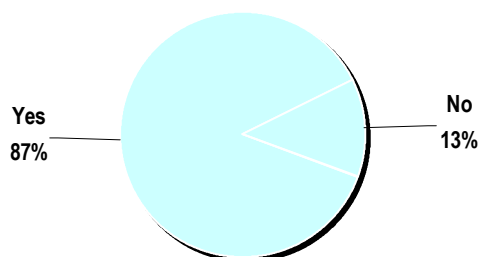
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



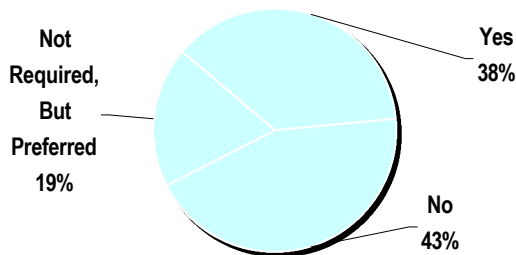
Almost all (81%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Almost all (87%) employers report that training is required prior to employment. Many (44%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 10 months Beauty College, or Cosmetology License.

PREVIOUS WORK EXPERIENCE REQUIRED



Some (38%) employers report that work experience is required. **Some** (33%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 6 months Hairdresser, or Sales.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Possession of a cosmetology license	2.8
Artistic skills	2.3
Ability to maintain an appointment calendar	1.8
Cash handling skills	1.3
Knowledge of make-up and skin care	0.9

Physical

Ability to stand continuously for 2 or more hours	3.0
Manual dexterity	2.8
Good vision	2.5

Personal

Good grooming skills	3.0
High standards of personal cleanliness	3.0
Ability to work independently	2.5
Ability to work with close supervision	1.6

Basic

Oral communication skills	2.9
Good color perception	2.8
Ability to read and follow instructions	2.7
Ability to write legibly	2.1

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Attend shows, organizational skills, retail sales, management skills, teaching, training, motivation, performance, additional education, cutting expertise, corrective coloring, and coloring.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Common sense, and a cosmetology license.

COMPUTER SKILLS SOUGHT:

Most (67%) employers seek word processing, and **some** (33%) employers seek other (e.g. Point-of-Sale). Employers report the following software applications are used: Word

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa County Regional Occupational Program
- De Loux School of Cosmetology
- Delta Beauty College, Inc.
- Designs School of Cosmetology
- Diablo Valley College
- Los Medanos College
- Paris Beauty College
- World Vision College of Cosmetology, Inc.

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$ 8.05	\$ 6.50
New hires, experienced:	\$ 5.75 - \$11.43	\$ 7.00
Experienced, 3 years with firm:	\$ 5.75 - \$12.02	\$ 7.50

A **few** (6%) employers also pay bonuses to employees working in this occupation.

OTHER RELEVANT INFORMATION

Hours Worked

Most (60%) employees worked full-time averaging 38 hours a week; **many** (40%) worked part-time averaging 26 hours a week, and a **few** (1%) worked temporary/on-call averaging 10 hours a week.

Unionization

No (0%) firms, and **no** (0%) employees are union.

Gender

Male (10%), Female (90%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	0%	0%
Dental Insurance	0%	0%
Vision Insurance	0%	0%
Life Insurance	0%	0%
Paid Sick Leave	25%	0%
Paid Vacation	44%	0%
Retirement Plan	6%	0%
Child Care	0%	0%
Other	6%	0%
(Education Assistance)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Many (50%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Counter Manager
- Assistant Manager
- Area Manager or Manager
- Lead Cosmetologists
- Designer
- Senior Designer
- Master Stylists
- Educator

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Medium

Projected new jobs: 100

Openings due to separations: 140

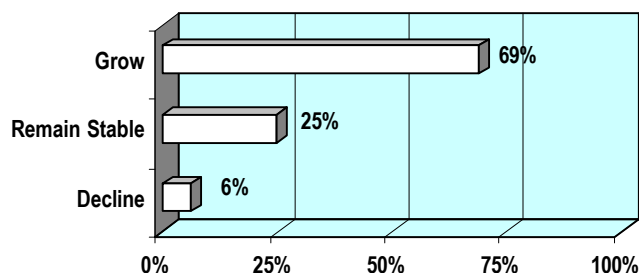
Projected growth between 1995-2002 is slower than average, 12.5%.
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (59%) vacancies filled over the last 12 months were due to employees leaving; **some** (33%) filled were due to new positions, and a **few** (8%) filled were due to promotions

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (69%) employers responding expect this occupation's employment to grow over the next 2 years; **some** (25%) expect it to remain stable, and a **few** (6%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Walk-in applicants
- Employee referrals
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Beauty Shops
- Department Stores

Related **Dictionary of Occupational Titles (DOT) Code:**

332.271-010, 332.271-014, 332.271-018, 333.271-010, 339.371-010

For more information, see COG #58

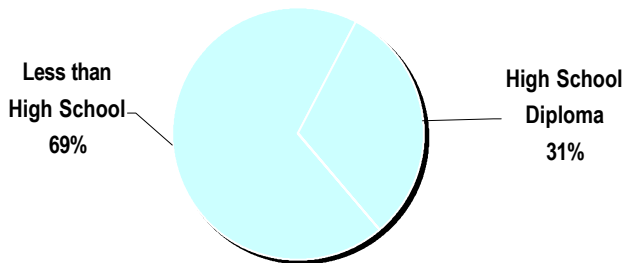
HAND PACKERS AND PACKAGERS

16 Employers Represented

Hand Packers and packagers pack or package by hand a wide variety of products and materials. Does not include workers whose jobs require more than minimum training. **OES Code: 989020**

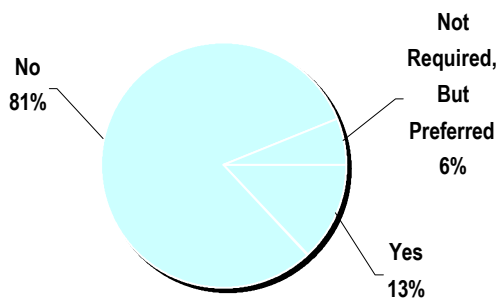
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



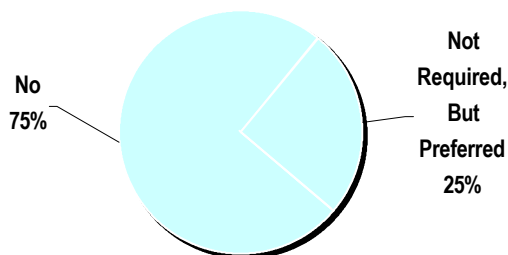
Most (69%) employers report that when hiring, the minimum education required is less than high school.

TRAINING REQUIRED



A **few** (13%) employers report that training is required prior to employment. A **few** (13%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 4 months Packaging, Basic Math, or Computer Keyboard.

PREVIOUS WORK EXPERIENCE REQUIRED



No (0%) employers report that work experience is required.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to stand continuously for 2 or more hours	2.9
Ability to lift at least 10 pounds, repeatedly	2.9
Ability to pass a pre-employment drug test	2.3

Physical

Ability to work as part of a team	3.0
Willingness to work with close supervision	2.8

Basic

Ability to perform routine, repetitive work	2.8
Ability to read and follow instructions	2.8
Organizational skills	2.3

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Time management, good DMV record, knowledge of machine operations, communication, math, writing, stocking, leadership, acceptance of responsibility, good work ethics, and a high school diploma.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Customer service, and an excellent attitude.

COMPUTER SKILLS SOUGHT:

Some (33%) employers seek word processing; **some** (33%) employers seek database, and **some** (33%) employers seek spreadsheet.

Employers report the following software applications are used: Word, Excel, and Access.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 5.75 - \$10.00	\$ 6.50
New hires, experienced:	\$ 5.75 - \$10.00	\$ 8.00
Experienced, 3 years with firm:	\$ 8.50 - \$12.00	\$10.55

Union

	Range	Median
New hires, no experience:	\$ 7.00 - \$11.32	\$ 7.12
New hires, experienced:	\$ 7.04 - \$11.32	\$ 7.19
Experienced, 3 years with firm:	\$ 7.04 - \$16.50	\$ 7.19

OTHER RELEVANT INFORMATION

Hours Worked

Many (57%) employees worked part-time averaging 27 hours a week, and **many** (43%) worked full-time averaging 40 hours a week.

Unionization

Some (31%) firms, and **some** (35%) employees are union. Employers report affiliations with the following unions: Public Employees Union Local 1, and United Food and Commercial Workers Union Local 1179.

Gender

Male (64%), Female (36%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	19%	31%
Dental Insurance	19%	31%
Vision Insurance	13%	31%
Life Insurance	13%	31%
Paid Sick Leave	19%	31%
Paid Vacation	38%	31%
Retirement Plan	19%	31%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Most (69%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Driver
- Checker/Cashier
- Machine Operator
- Technician
- Bakery/Meats/Deli Clerk
- Product Wrapper
- Helper
- Sales
- Customer Service
- Stock Clerk
- Supervisor/Manager

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Large
 Projected new jobs: 870
 Openings due to separations: 340
 Projected growth between 1995-2002 is much faster than average, 60.8%.

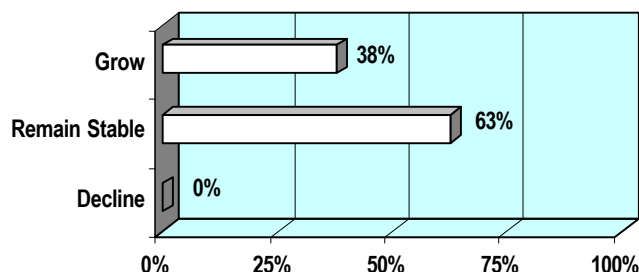
(Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **not difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (44%) vacancies filled over the last 12 months were due to new positions; **some** (27%) filled were due to employees leaving; a **few** (19%) filled were due to temporary/on-call positions, and a **few** (10%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (63%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (38%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Food Preparation, N.E.C.
- Trucking and Hauling, Local
- Trucking, Local with Storage
- Nondurable Goods, Wholesale, N.E.C.
- Grocery Stores
- Candy, Nut, and Confectionery Stores
- Gift and Novelty, Souvenir Shops
- Help Supply and Employee Leasing Services
- Business Services, N.E.C.
- Job Training and Vocational Rehabilitation Services
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:

637.261-014, 637.261-034, 637.381-010, 862.361-010, 869.281-010

For more information, see COG #225

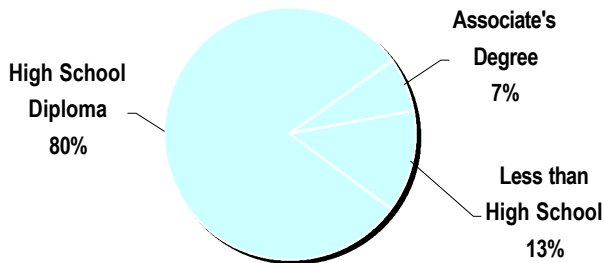
HEATING, AIR CONDITIONING, AND REFRIGERATION MECHANICS AND INSTALLERS

15 Employers Represented

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. Does not include workers who do only plumbing and pipefitting work. **OES Code: 859020**

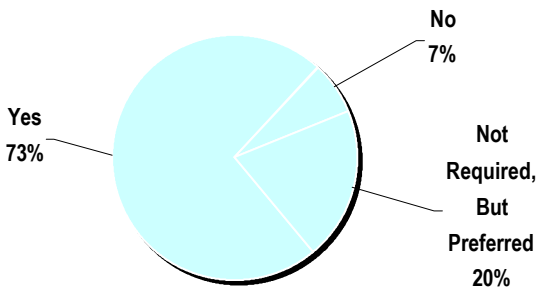
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



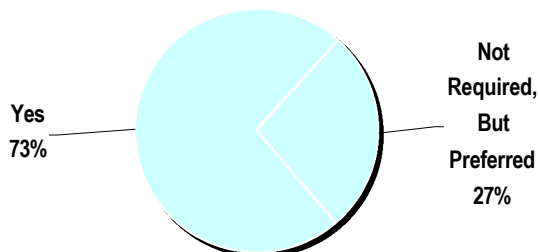
Almost all (80%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Most (73%) employers report that training is required prior to employment. **Most** (60%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 12 months HVAC Repair and Maintenance Industrial School, Technical Course, Universal CFC Certified, Sheet Metal Apprenticeship, or On-the-Job Building Trades.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (73%) employers report that work experience is required. **Some** (33%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 17 months HVAC, Construction, Sheet Metal Fabricator, Roofer, Technician, or Building Trades.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Possession of a valid driver's license	3.0
Knowledge of soldering and welding	3.0
Knowledge of electronics	2.8
Computer skills	1.3

Physical

Ability to work in confined spaces	2.5
Ability to lift 100 pounds or more	2.2

Personal

Customer service skills	3.0
Oral communications skills	2.9
Ability to work independently	2.9

Basic

Problem solving skills	3.0
Basic math skills	2.7
Ability to read blueprints	2.3

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Customer service, math, literacy, management training, good attendance, record keeping, preparing reports, troubleshooting, welding, continuing education, knowledge, experience, electrical, refrigeration and HVAC skills, reading blueprints, air balancing, people skills, problem solving, and communication.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Refrigeration, planning, time management, common sense, people skills, new equipment operation, material handling, good customer service, oral communication, and driver's license.

COMPUTER SKILLS SOUGHT:

Some (20%) employers seek word processing; **some** (20%) employers seek database; **some** (20%) employers seek spreadsheet; **some** (20%) employers seek desktop publishing, and a **few** (13%) employers seek other (e.g. CAD, and DOS). Employers report the following software applications are used: Word, Excel, Access, and PowerPoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Bay Area Apprentice Coordinators Association
- Diablo Valley College
- University of California, Berkeley-University Extension

Contra Costa County, 1999

HEATING, AIR CONDITIONING, AND REFRIGERATION MECHANICS AND INSTALLERS

157 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$ 9.00 - \$10.00	\$10.00
New hires, experienced:	\$11.00 - \$21.00	\$15.00
Experienced, 3 years with firm:	\$15.00 - \$25.00	\$20.00
Union	Range	Median
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$ 8.19 - \$30.00	\$18.00
Experienced, 3 years with firm:	\$13.19 - \$36.00	\$25.06

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (97%) employees worked full-time averaging 40 hours a week; a **few** (1%) worked seasonal averaging 40 hours a week; a **few** (1%) worked part-time averaging 20 hours a week, and a **few** (1%) worked temporary/on-call averaging 8 hours a week.

Unionization

Many (40%) firms, and **some** (33%) employees are union. Employers report affiliations with the following unions: Sheet Metal Workers Union 104, Plumbers-Steamfitters-Refrigeration Union Local 342, Public Employees Union Local 1, Plumbers and Steamfitters Local Union 159, and Laborers International Union of North America AFL-CIO Local 324.

Gender

Male (98%), Female (2%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	47%	0%
Dental Insurance	53%	0%
Vision Insurance	33%	0%
Life Insurance	27%	0%
Paid Sick Leave	40%	0%
Paid Vacation	60%	0%
Retirement Plan	40%	0%
Child Care	0%	0%
Other	13%	0%
(Paid Holidays)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Almost all (80%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Field Lead
- Supervisor or Service Supervisor
- Sales
- Manager or Service Manager
- Service Technician or Senior Service Technician

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Small
Projected new jobs: 140
Openings due to separations: 70
Projected growth between 1995-2002 is much faster than average, 38.9%.

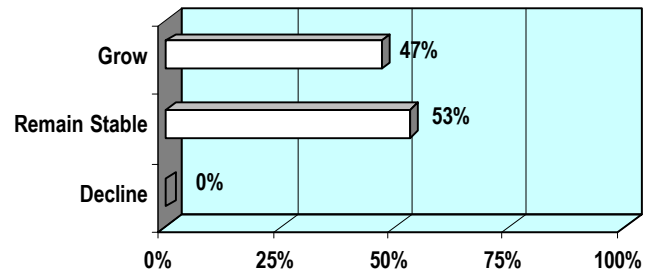
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (40%) vacancies filled over the last 12 months were due to employees leaving; **many** (40%) filled were due to new positions; a **few** (16%) filled were due to promotions, and a **few** (4%) filled were due to temporary/on-call positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (53%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **many** (47%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Contractors, Plumbing, Heating and Air Conditioning
- Real Estate Agents, Managers and Services
- Air Conditioning and Refrigeration Service and Repair
- Electrical and Electronic Repair Shops, N.E.C.
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:

637.261-014, 637.261-034, 637.381-01, 637.361-010, 869.281-010

For more information, see COG #32

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

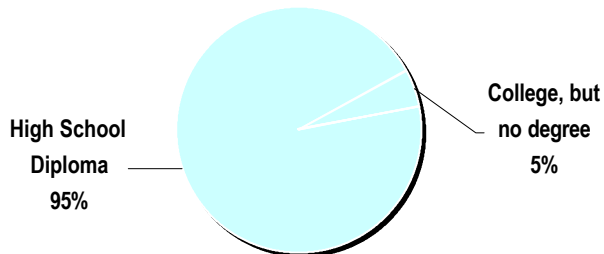
HOME HEALTH AIDES

20 Employers Represented

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors orders or direction of nurse. Does not include Nursing Aides and Homemakers. **OES Code: 660110**

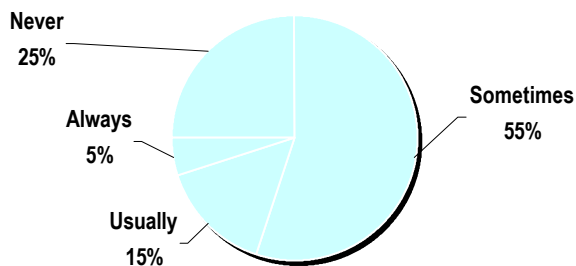
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



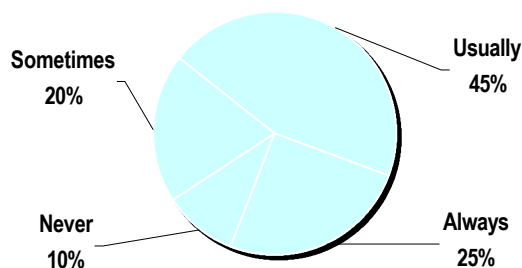
Almost all (95%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (55%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 3 to 12 months Home Health Aide, or Nurse Aide Certificate.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (45%) employers report that work experience is usually required. **Desired work experience when acceptable:** 3 to 12 months In-Home Care, Personal Care Attendant, Companion, Nursing Assistant, Home Health Aide, or Working with the elderly.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to read labels and instructions	3.0
Knowledge of emergency procedures	2.9
Problem solving skills	2.6
Knowledge of first aid	2.5
Ability to prepare meals	2.5
Knowledge of asepsis	2.3
Organizational & time management skills	2.3
Ability to take vital signs	2.1
Ability to speak a foreign language	0.6

Physical

Physical strength to lift patients	2.2
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Personal

Ability to interact well with others	3.0
Ability to work independently	2.7
Possession of a valid driver's license and a reliable, insured vehicle	2.5
Willingness to work with close supervision	1.8
Familiarity with a variety of cultures	1.5

Basic

Oral communication skills	2.9
Ability to read and follow written instructions	2.9
Ability to write legibly and effectively	2.7
Ability to perform basic mathematical computations	1.7

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Licensed Vocational Nurse course, Registered Nurse License, hands on experience, demonstrated ability to learn, expressed interest in promotion, computer, telephone, and filing.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Customer service, medical terminology, pharmacology, charting, and case notes.

COMPUTER SKILLS SOUGHT:

A **few** (5%) seek word processing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Mt. Diablo Adult Education, Loma Vista Center

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.50 - \$13.81	\$ 9.00
New hires, experienced:	\$ 7.00 - \$15.54	\$ 9.25
Experienced, 3 years with firm:	\$ 8.50 - \$18.99	\$10.63

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Many (51%) employees worked temporary/on call averaging 19 hours a week; **some** (30%) worked part-time averaging 24 hours a week, and a **few** (19%) worked full-time averaging 40 hours a week.

Unionization

A **few** (15%) firms, and a **few** (3%) employees are union.

Gender

Male (7%), Female (93%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	93%	60%
Dental Insurance	80%	53%
Vision Insurance	60%	40%
Life Insurance	67%	47%
Paid Sick Leave	73%	67%
Paid Vacation	87%	67%
Retirement Plan	67%	47%
Child Care	33%	20%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Full-time Home Health Aide
- Client Care Coordinator
- Recruiter
- Trainer
- Supervisor
- Manager
- Registered Nurse w/licensure

Related **Dictionary of Occupational Titles (DOT) Code:**
354.377-014

For more information, see COG #461, 2002B

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Medium

Projected new jobs: 90

Openings due to separations: 550

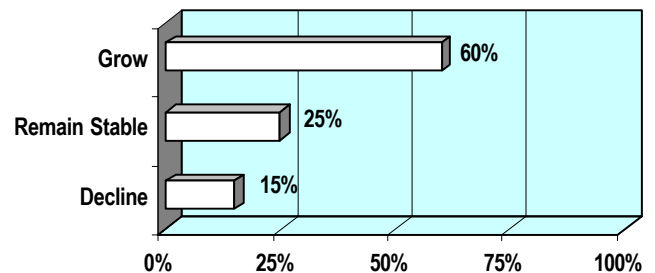
Projected growth between 1995-2002 is much faster than 66.7%
(Average growth between 1995 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4 %)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (53%) vacancies filled over the last 12 months were due to temporary/on call; **some** (37%) filled were due to new positions, and a **few** (9%) filled were due to employees leaving.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (60%) employers responding expect this occupation's employment to grow over the next 3 years; **some** (25%) expect it to remain stable, and a **few** (15%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees referrals
- Hire unsolicited applicants
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Help Supply Services
- Skilled Nursing Care Facilities
- General Medical and Surgical Hospitals
- Home Health Care Services
- Individual and Family Services
- Residential Care

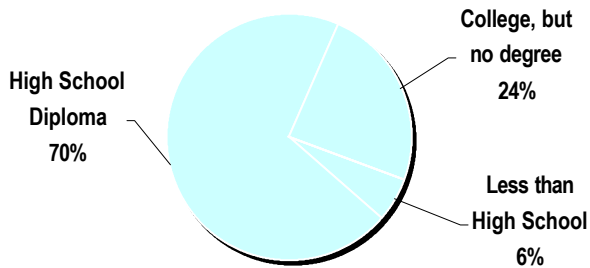
HOTEL DESK CLERKS

17 Employers Represented

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests. **OES Code: 538080**

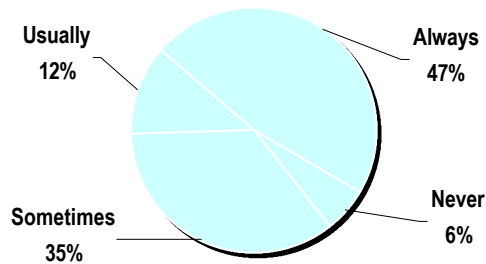
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



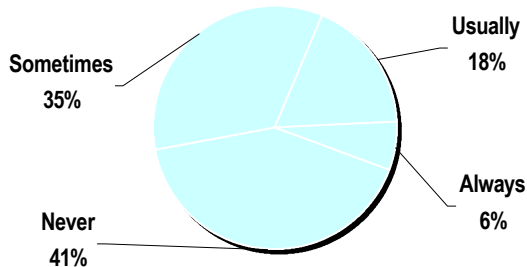
Most (70%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (47%) employers state that training is always accepted as a substitute for experience. **Desired training when acceptable:** 3 to 6 months Hotel Front Desk Clerk, Clerical, Computer Multi-Tasking, Customer Service, or On-the-Job Training.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (41%) employers report that work experience is never required. **Desired work experience when acceptable:** 6 to 12 months Hotel Front Desk Clerk, Customer Service, Receptionist, Cashier, or Guest Service w/computer.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Able to operate a computer	2.3
Knowledge of explaining, quoting, and collecting fees	2.3
Ability to explain terms, agreements, policies and procedures	2.3
Knowledge of preparing contracts and taking payments	2.1
Knowledge of booking arrangements for customers	1.9

Physical

Ability to stand for long periods of time	2.2
Able to lift heavy things	1.5

Personal

Ability to be polite and patient with customers, even angry ones	2.9
Energetic	2.6

Basic

Ability to work well with and show empathy towards customers	2.7
Oral communication skills	2.2
Basic math skills	2.1
Sales experience	1.7

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION

Customer service, technical, scheduling, night audit tasks, petty cash reconciliation, accounts receivable, accounts payable, and a willingness to learn.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Computer skills, Windows, and guest-service skills.

COMPUTER SKILLS SOUGHT:

Most (71%) seek other (e.g. Hotel Information System (HIS) software, PBX, and office machines); **many** (57%) seek database, and a **few** (14%) seek word processing.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Mt. Diablo Vocational Services Training

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	Range	Median
New hires, no experience:	\$ 5.75 - \$16.00	\$ 6.50
New hires, experienced:	\$ 5.75 - \$16.00	\$ 7.37
Experienced, 3 years with firm:	\$ 6.50 - \$17.00	\$ 8.50

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Most (75%) employees worked full-time averaging 40 hours a week; **some** (24%) worked part-time averaging 23 hours a week, and a **few** (1%) worked temporary/on call averaging 40 hours a week.

Unionization

A **few** (12%) firms, and **some** (19%) employees are union.

Gender

Male (36%), Female (64%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	86%	14%
Dental Insurance	79%	14%
Vision Insurance	43%	7%
Life Insurance	50%	7%
Paid Sick Leave	71%	29%
Paid Vacation	86%	29%
Retirement Plan	71%	14%
Child Care	7%	7%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Assistant Supervisor
- Front Desk Supervisor
- Management
- Sales

Related Dictionary of Occupational Titles (DOT) Code:
354.377-014

For more information, see COG #70

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Small
Projected new jobs: 200
Openings due to separations: 100
Projected growth between 1995-2002 is much faster than average, 47.6%.

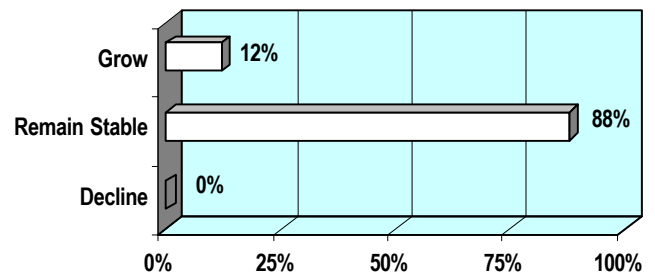
(Average growth between 1995-2001 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (55%) vacancies filled over the last 12 months were due to employees leaving; **some** (23%) filled were due to new positions; a **few** (14%) filled were due to promotions, and a **few** (8%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (88%) employers responding expect this occupation's employment to remain stable over the next 3 years, and a **few** (12%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top five resources:

- Employees' referrals
- Hire unsolicited applicants
- In-house promotion or transfer
- Newspaper ads
- Other: employee leasing

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Hotels and Motels

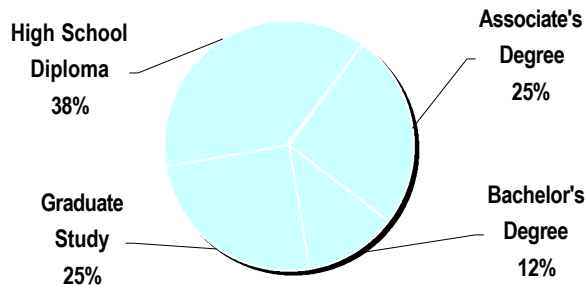
HUMAN SERVICE WORKERS

16 Employers Represented

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Does not include Residential Counselors and Psychiatric Technicians. **OES Code: 273080**

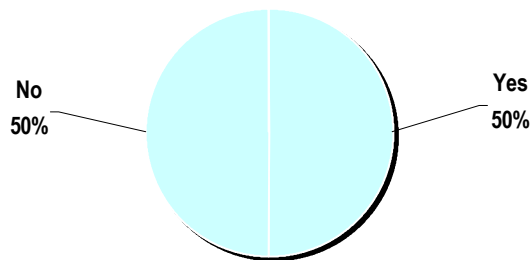
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



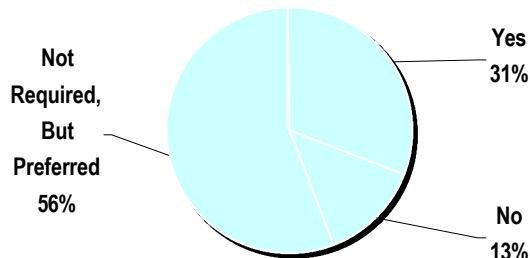
Some (38%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Many (50%) employers report that training is required prior to employment. **Some** (29%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 27 months Social Services, Counseling or Human Services Degree, Child Development Permit, or working with the Developmentally Disabled Population.

PREVIOUS WORK EXPERIENCE REQUIRED



Some (31%) employers report that work experience is required. **Many** (50%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 14 months Counseling, Human Services Program Management, Residential Services, Health Related Field, or Child Care.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of using various software programs 1.8

Physical

Ability to pass a pre-employment medical exam 2.2

Personal

Ability to get along well with others 2.8

Attention to detail 2.8

Work under pressure 2.6

Trained in diversity 2.3

Organizational and time management skills 2.3

Trained in CPR and first aid techniques 1.2

Basic

Verbal communication skills 2.8

Ability to handle confidential matters 2.8

Writing skills 2.7

Ability to work independently 2.6

Ability to handle crisis situations 2.5

English grammar and spelling skills 2.5

Supervisory skills 1.3

SKILLS NEEDED FOR CAREER ADVANCEMENT:

On-the-Job training, management, clinical, education and experience, behavior management, increased case-load, people skills, computer, clerical, experience in all departments, graduate degree, supervision, and analytical skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Clinical, Interpersonal, communication, problem solving, telephone skills, writing, research, and analysis.

COMPUTER SKILLS SOUGHT:

Most (63%) employers seek word processing; a **few** (19%) employers seek database; a **few** (19%) employers seek spreadsheet; a **few** (6%) employers seek desktop publishing, and a **few** (11%) employers seek other (e.g. Ceridian, and Lotus Notes). Employers report the following software applications are used: Word, WordPerfect, Excel, and Access.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Chapman University Academic Center
- Diablo Valley College
- Frederick W. Taylor University
- John F. Kennedy University
- Los Medanos College

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.05 - \$12.97	\$ 8.35
New hires, experienced:	\$ 6.10 - \$14.38	\$ 9.30
Experienced, 3 years with firm:	\$ 7.00 - \$16.50	\$11.62

Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$14.75 - \$24.93	\$19.55
Experienced, 3 years with firm:	\$16.89 - \$30.68	\$22.89

A **few** (6%) employers also pay bonuses to employees working in this occupation.

OTHER RELEVANT INFORMATION

Hours Worked

Most (78%) employees worked full-time averaging 40 hours a week; **some** (21%) worked part-time averaging 24 hours a week, and a **few** (1%) worked temporary/on-call averaging 14 hours a week.

Unionization

Some (25%) firms, and **most** (63%) employees are union. Employers report affiliations with the following unions: Health Care Workers Union Local 250 SEIU.

Gender

Male (19%), Female (81%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	50%	13%
Dental Insurance	56%	19%
Vision Insurance	50%	19%
Life Insurance	31%	6%
Paid Sick Leave	81%	31%
Paid Vacation	75%	31%
Retirement Plan	19%	13%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Almost all (81%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Director
- Clinician
- Case Manager
- Supervisor
- Lead Staff
- Apprentice
- Medical Assistant
- Social Worker

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Small
 Projected new jobs: 150
 Openings due to separations: 80
 Projected growth between 1995-2002 is much faster than average, 38.5%.

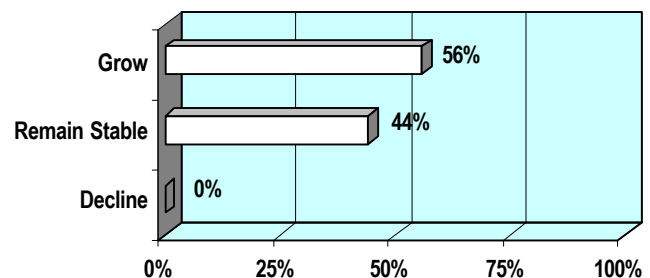
(Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (60%) vacancies filled over the last 12 months were due to employees leaving; **some** (29%) filled were due to new positions, and a **few** (11%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (56%) employers responding expect this occupation's employment to grow over the next 2 years, and **many** (44%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Employee referrals
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Nursing Care Facilities, Skilled
- Hospitals, General Medical and Surgical
- Social services, Individual and Family
- Job Training and Vocational Rehabilitation Services
- Residential Care
- Social Services, N.E.C.
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:

195.367-010, 195.367-014, 195.367-022, 195.367-034

For more information, see COG #135

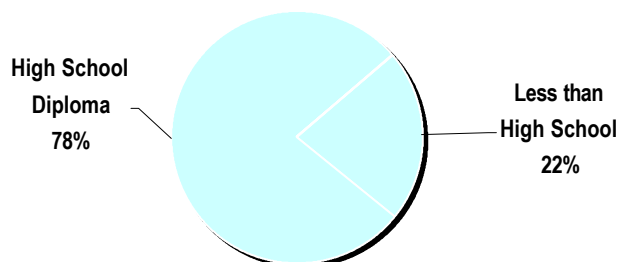
INDUSTRIAL TRUCK AND TRACTOR OPERATORS

18 Employers Represented

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with forklift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. Does not include Logging Tractor Operators. **OES Code: 979470**

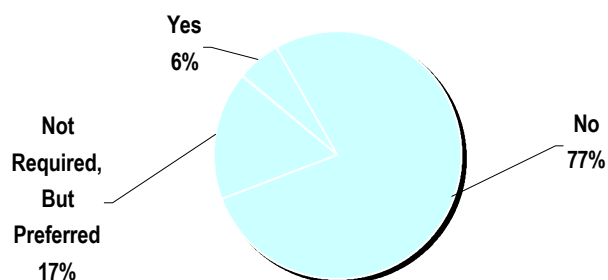
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



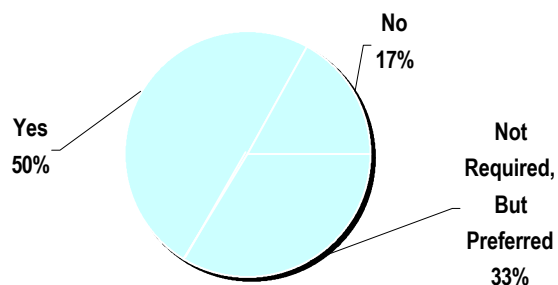
Most (78%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



A **few** (6%) employers report that training is required prior to employment. **Some** (27%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 5 months Driving, Truck Driver's School, Driver's Training, or a Class A License.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (50%) employers report that work experience is required. **Some** (38%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 7 months Warehouse Work, Shipping/Receiving/Production Environment, or Big Rig Driving Experience.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Accurate product knowledge	1.8
Ability to weigh or measure stock and materials	1.7
Possession of forklift driver's certificate	1.1

Physical

Ability to pass a pre-employment medical exam	3.0
Ability to lift at least 50 pounds	2.6
Ability to work outdoors in all weather conditions	2.2
Ability to tolerate noise	1.9

Personal

Ability to interact well with others	2.7
Ability to work independently	2.5

Basic

Ability to follow oral instructions	3.0
Ability to read and follow instructions	3.0
Ability to write legibly	2.5
Good memory	2.0

SKILLS NEEDED FOR CAREER ADVANCEMENT:

People management, additional school, leadership, dependability, attention to detail, dealing with the public, organization, effective communication, reading, math, troubleshooting, hands-on training, interpersonal, job knowledge, learning products, on-the-job training, performance, and computer skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Forklift operation, reading, writing, arithmetic, production experience, material management, mechanical ability, accuracy, safety attention to detail, and experience tying-down loads.

COMPUTER SKILLS SOUGHT:

A **few** (6%) employers seek word processing; a **few** (6%) employers seek database; a **few** (11%) employers seek spreadsheet, and a **few** (6%) employers seek other (e.g. Manufacturing Software). Employers report the following software applications are used: Word, Excel, and Access.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- American Truck School

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$ 6.00 - \$12.00	\$ 9.53
New hires, experienced:	\$ 7.00 - \$13.00	\$ 9.75
Experienced, 3 years with firm:	\$ 8.00 - \$15.00	\$12.00

Union	Range	Median
New hires, no experience:	\$14.61 - \$19.23	\$15.39
New hires, experienced:	\$15.39 - \$19.23	\$19.18
Experienced, 3 years with firm:	\$18.39 - \$23.97	\$22.40

A **few** (11%) employers also pay bonuses to employees working in this occupation.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (98%) employees worked full-time averaging 41 hours a week, and a **few** (2%) worked part-time averaging 23 hours a week.

Unionization

Some (28%) firms, and **many** (47%) employees are union. Employers report affiliations with the following unions: Public Employees Union Local 1, and Teamsters Union Local 315.

Gender

Male (93%), Female (7%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	56%	0%
Dental Insurance	44%	0%
Vision Insurance	39%	0%
Life Insurance	39%	0%
Paid Sick Leave	67%	0%
Paid Vacation	83%	6%
Retirement Plan	56%	0%
Child Care	0%	0%
Other	6%	0%
(Legal Services, and Tuition Reimbursement)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Most (72%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor
- Manager
- Lead
- Production Operator
- Lead Material Technician
- Assistant Equipment Operator
- Paint-line Operator
- Shipper
- Research and Development

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Medium

Projected new jobs: 120

Openings due to separations: 140

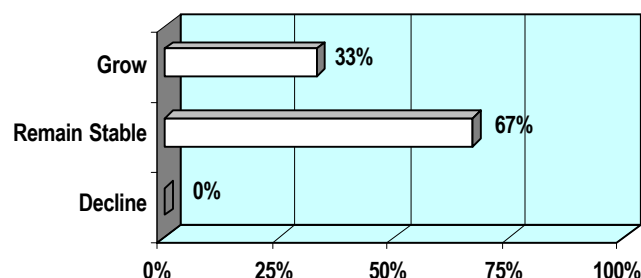
Projected growth between 1995-2002 is slower than average, 13.8%. (Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and qualified applicants, and it is **not difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (42%) vacancies filled over the last 12 months were due to new positions; **some** (32%) filled were due to employees leaving, and **some** (26%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (33%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Walk-in applicants
- Employee referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Adhesives and Sealants
- Metal Plating, Electroplating, Polishing and Anodizing
- Trucking and Hauling, Local
- Air Courier Services
- Motor Vehicle Parts and Supplies, Wholesale
- Lumber, Plywood, Millwork and Wood Panels, Wholesale
- Medical, Dental and Hospital Equipment, Wholesale
- Frozen Foods, Packaged, Wholesale
- Department Stores
- Family Clothing Stores
- Miscellaneous Retail Stores
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:

519.663-014, 519.683-014, 569.683-010, 921.683-042, 921.683-050

For more information, see COG #190

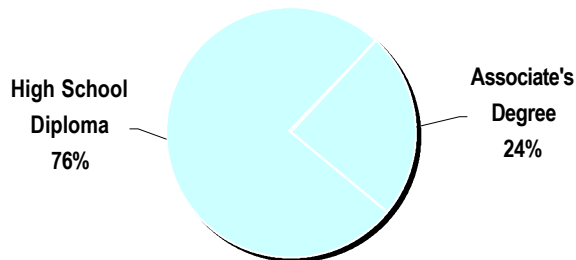
INSTRUCTIONAL AIDES

17 Employers Represented

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils. **OES Code: 315211**

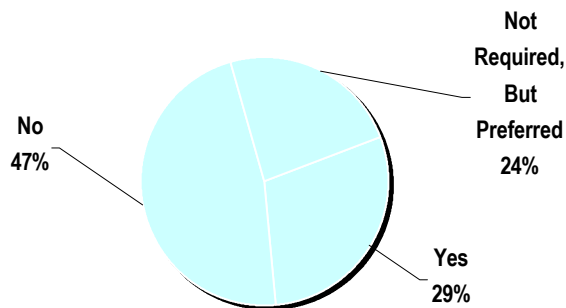
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



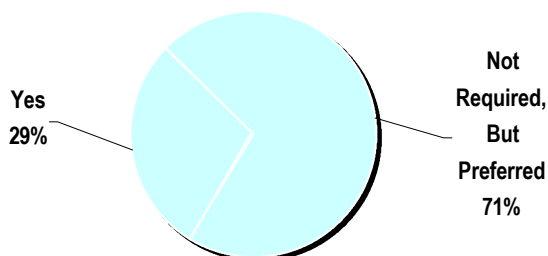
Most (76%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Some (29%) employers report that training is required prior to employment. **Most** (71%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 5 months On-the-Job training, Childcare, Supervision, Early Childhood Education (ECE) Units, Clerical, or Discipline Specific training.

PREVIOUS WORK EXPERIENCE REQUIRED



Some (29%) employers report that work experience is required. **Many** (40%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 10 months Teacher Aide, Educational Tutoring, Working with Children, Social Services, or Office/Technical.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Computer skills	0.9
Knowledge of spreadsheet, database, desktop publishing software	0.6

Physical

Ability to lift at least 10 pounds	2.8
Stand continuously for 2 or more hours	2.6
Pass a pre-employment medical exam	1.4

Personal

Ability to handle crises situations	2.5
Multicultural familiarity	1.8

Basic

Ability to work independently	2.9
Verbal communication skills	2.6
English grammar and spelling skills	2.4
Basic math skills	2.3
Ability to perform routine, repetitive work	2.1

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Further education, completion of additional ECE units, planning, implementing, curriculum development, completion of a credential program, pass the California Basic Educational Skills Test (CBEST), bilingual skills, computer skills, people skills, writing, management, communication, and competence in vocational training.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Tutoring, literacy training, human resources, professional growth, love of children, and craft-making.

COMPUTER SKILLS SOUGHT:

Many (53%) employers seek word processing; **many** (41%) employers seek database; **some** (29%) employers seek spreadsheet, and a **few** (18%) employers seek desktop publishing. Employers report the following software applications are used: Word, WordPerfect, Excel, Access, and PowerPoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University, Hayward
- Chapman University Academic Center
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Los Medanos College

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$ 9.00	\$ 8.00
New hires, experienced:	\$ 6.25 - \$10.50	\$ 9.00
Experienced, 3 years with firm:	\$ 7.50 - \$12.00	\$ 9.75

Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.16 - \$14.06	\$12.59
New hires, experienced:	\$ 7.39 - \$15.42	\$13.89
Experienced, 3 years with firm:	\$ 8.50 - \$16.11	\$15.32

OTHER RELEVANT INFORMATION

Hours Worked

Many (49%) employees worked full-time averaging 33-40 hours a week; **some** (27%) worked temporary/on-call averaging 20 hours a week; **some** (20%) worked part-time averaging 16 hours a week, and a **few** (4%) worked seasonal averaging 29 hours a week.

Unionization

Many (59%) firms, and **most** (66%) employees are union.

Employers report affiliations with the following unions:

Public Employees Union Local 1, and California School Employees Association.

Gender

Male (15%), Female (85%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	41%	12%
Dental Insurance	41%	12%
Vision Insurance	29%	12%
Life Insurance	12%	6%
Paid Sick Leave	59%	47%
Paid Vacation	47%	35%
Retirement Plan	12%	6%
Child Care	6%	6%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Most (65%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Teacher (upon certification)
- Head Teacher
- Instructor
- Job Coach
- Team Leader
- Site Supervisor
- Coordinator
- Director

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

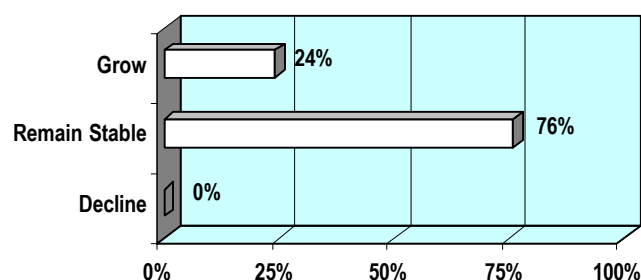
Occupation size: Very Large
 Projected new jobs: 320
 Openings due to separations: 280
 Projected growth between 1995-2002 is slower than average, 11.1%.
 (Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (42%) vacancies filled over the last 12 months were due to employees leaving; **some** (26%) filled were due to new positions; **some** (20%) filled were due to promotions, and a **few** (12%) filled were due to temporary/on-call positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (76%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (24%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Employee referrals
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Schools, Elementary and Secondary
- Colleges, Community and Technical Institutes
- Job Training and Vocational Rehabilitation Services
- Child Day Care Services
- Religious Organizations

Related Dictionary of Occupational Titles (DOT) Code:

219.467-010, 249.367-086, 249.367-074

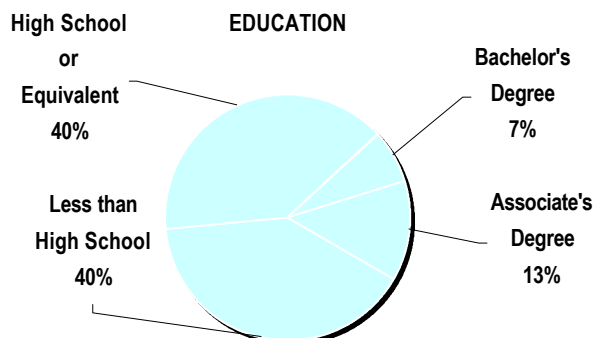
For more information, see COG #502

INSTRUCTORS AND COACHES - SPORTS AND PHYSICAL

15 Employers Represented

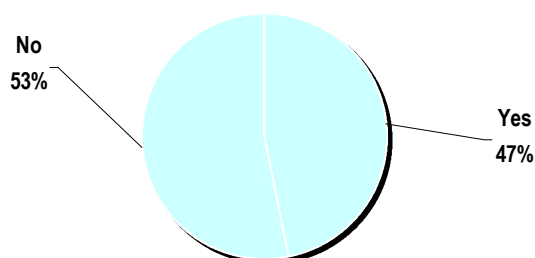
Sports and Physical Training Instructors and Coaches instruct or coach groups or individuals in the fundamentals of sports. They demonstrate techniques and methods of participation, and observe and inform participants of corrective measures necessary to improve their skills. Does not include persons required to hold teaching credentials or who coach professional athletic teams. **OES Code: 313210**

EMPLOYER REQUIREMENTS



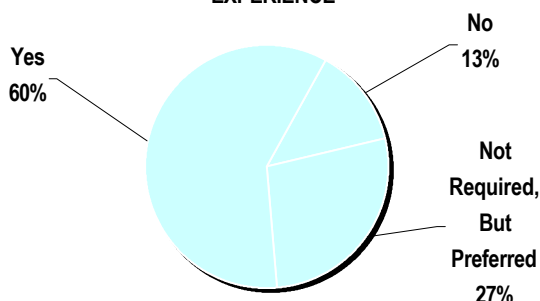
Many (40%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING



Many (47%) employers report that training is required prior to employment. **Most** (69%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 10 months AAFA/ACE Certification, Classical Ballet Training, Computer, Coaching Children, Coaching Principles, or Lifeguard Certification.

EXPERIENCE



Most (60%) employers report that work experience is required. **Many** (46%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 8 months Coaching Students, Similar Teaching Job, Dance, or Gymnastics.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,

Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of available positions	29%
Lack of training	14%
Lack of motivation	21%
Lack of upgraded skills	7%

Training resources used to upgrade skills:

On-the-Job Training	50%
Workshops	50%
Apprenticeship	14%
Community College	0%
Adult Education	0%

Apprenticeship training program availability:

No	57%
Yes	36%

Type of employee found through a staffing service:

None of the Above	79%
Seasonal	7%
Temporary	0%
Project	0%
Temporary-to-Permanent	0%
All of the Above	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Problem solving, people/facilities management, experience, presentation/public speaking skills, knowledge of business/sport, hard worker, and friendly.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Responsibility, event management, facilities management, experience with Pilates, and mind/ body knowledge.

COMPUTER SKILLS SOUGHT: (6 of 15 firms responding)

Word Processing	83%
Spreadsheet	50%
Database	33%
Desktop Publishing	50%
Other	17%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

502 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

Non-Union/Union	Range	Median
New hires, no experience:	\$5.75 - \$12.20	\$ 8.17
New hires, experienced:	\$7.00 - \$25.00	\$10.00
Experienced, 3 years with firm:	\$8.00 - \$30.00	\$15.00

Hours Worked

	% of Employees	Weekly Hours
Full-Time	10%	44
Part-Time	21%	12
Temporary/On-Call	1%	2
Seasonal	67%	22

Unionization

Union firms	1 of 15	7%
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Benefits %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	20	0	13	0	7	0
Dental	20	0	7	0	7	0
Vision	7	0	0	0	7	0
Life	0	0	7	0	7	0
Sick	27	7	0	0	7	0
Vacation	33	13	0	0	7	0
Retirement	7	0	13	0	0	0
Child Care	0	0	0	0	0	0
Other	7	7	0	0	0	0
(Flexible hours)						

PROMOTIONAL OPPORTUNITIES

Many (47%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Instructor/Supervisor
- Swimming Instructor
- Director/Vice President
- Senior Vice President
- Executive Vice President
- Manager/Gym Manager
- Team/Head Coach

Related **Dictionary of Occupational Titles (DOT) Code:**

153.227-018, 099.224-010, 153.227-018

For more information, see COG #N/A

EMPLOYMENT TRENDS

Occupation size: Large
 Projected new jobs: 300
 Openings due to separations: 50
 Gender: 63% Male 37% Female
 Projected growth between 1997 2004 is much faster than average, 34.1% (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Very difficult.** Employer demand is considerably greater than supply of qualified applicants.

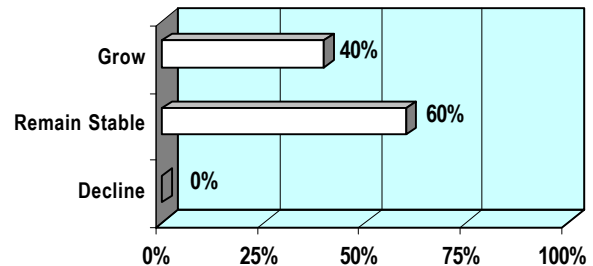
Annual Turnover

Employers responding to the survey report an (4%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 8%
 New Positions 5%
 Temporary 87%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Employee referral
- Walk-in applicants
- Newspaper ads

WHERE THE JOBS ARE

- Amusement & Recreation Services, N.E.C.
- Dance Studios, Schools & Halls
- Physical Fitness Facilities
- Schools & Educational Services, N.E.C.
- Schools, Elementary & Secondary

INTERNET WEB SITE DESIGNERS/DEVELOPERS

(WEBMASTERS)

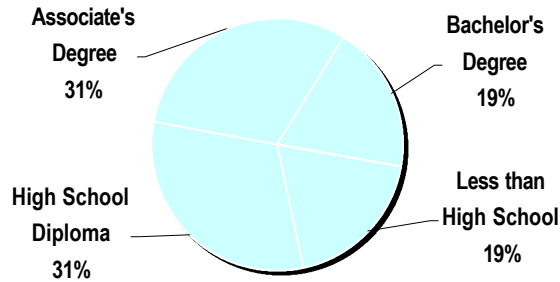
16 Employers Represented

Internet Web Site Designers/Developers (Webmasters) are responsible for managing the content of an organization's Internet web site. Usually using specialized software, they create, design and maintain web pages to communicate an organization's message to Internet users.

Non OES Code: 031064999

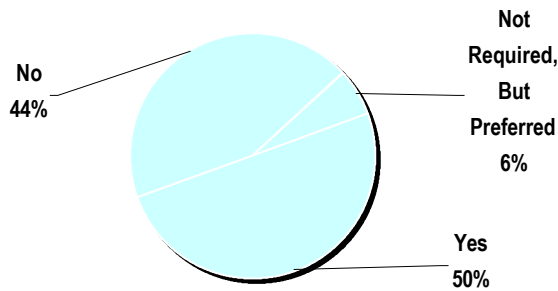
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



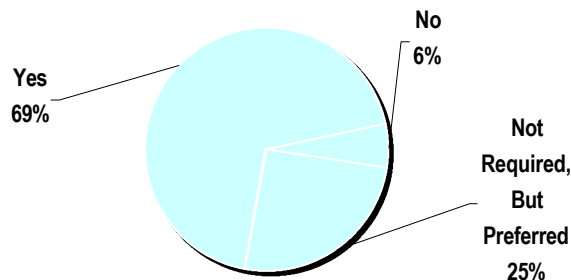
Some (31%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Many (50%) employers report that training is required prior to employment. **Many** (40%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 12 months HTML, Web Design, Computer, or BA Degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (69%) employers report that work experience is required. **Most** (77%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 16 months Graphic Designer, Software Engineer (Entry level), Web Development, Networking, Programming, Computer Related, or Technical Systems Analyst.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of Windows and Macintosh platforms	2.6
Knowledge of Photoshop, Adobe Illustrator, UNIX and C/C++	2.6
Knowledge of Java, PERL and VRML programming	2.4

Personal

Ability to work independently	3.0
Ability to work under pressure and meet deadlines	2.9
Creativity	2.8
Oral communication skills	2.5

Basic

Website design and editing skills	3.0
Knowledge of download time, bandwidth and Internet browsers	2.8
Knowledge of Internet protocols	2.1
Customer service skills	2.1

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Java, marketing, extensive Internet knowledge, creativity, self-starter, people skills, enthusiasm, reliability, and ability to work with little or no supervision.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Network design peripherals, art background, Adobe, Photo Shop, Common Gateway Interface (CGI) Scripting, TCP/IP Protocols, HTML proficiency, and complex computer program language.

COMPUTER SKILLS SOUGHT:

Many (56%) employers seek word processing; **most** (69%) employers seek database; **many** (56%) employers seek spreadsheet; **almost all** (81%) employers seek desktop publishing, and **almost all** (94%) employers seek other (e.g. Front Page, SQL Server, Web Design, Adobe, Corel Web Designer, CGI Scripting, HTML, JAVA, Cyber Studio).

Employers report the following software applications are used: Word, WordPerfect, Excel, Access, Photoshop, and Page Maker.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

Contra Costa County, 1999

INTERNET WEB SITE DESIGNERS/DEVELOPERS (WEB MASTERS)

51 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$15.82 - \$25.00	\$20.41
New hires, experienced:	\$11.00 - \$50.00	\$28.77
Experienced, 3 years with firm:	\$13.06 - \$70.00	\$35.73

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (94%) employees worked full-time averaging 40 hours a week, and a **few** (6%) worked part-time averaging 22 hours a week.

Unionization

No (0%) firms, and **no** (0%) employees are union.

Gender

Male (75%), Female (25%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	50%	0%
Dental Insurance	50%	0%
Vision Insurance	44%	0%
Life Insurance	56%	0%
Paid Sick Leave	69%	0%
Paid Vacation	75%	0%
Retirement Plan	44%	0%
Child Care	0%	0%
Other	6%	0%
(Free Internet Account)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Many (50%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- User-Interface Designer
- Application Developer
- Internet Business Director
- Manager
- Network Technician II
- Lead Project Supervisor or Manager
- Production Manager
- Senior Web Designer

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

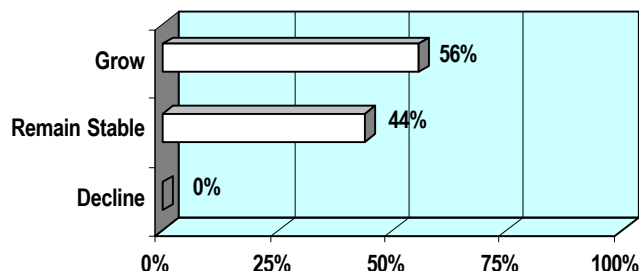
Occupation size: Data Not Available
 Projected new jobs: Data Not Available
 Openings due to separations: Data Not Available
 Projected growth between 1995-2002, remain stable.
 (Average growth between 1995 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (75%) vacancies filled over the last 12 months were due to new positions; a **few** (10%) filled were due to temporary/on-call positions; a **few** (10%) filled were due to promotions, and a **few** (5%) filled were due to employees leaving.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (56%) employers responding expect this occupation's employment to grow over the next 2 years, and **many** (44%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Internet
- Employees Referrals
- Newspaper Ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Software Development, Custom
- Computerized Information Retrieval Service
- Business Services, N.E.C.
- Colleges, Universities and Professional Schools
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:

N/A

For more information, see COG #N/A

LABORERS, LANDSCAPING AND GROUNDSKEEPING

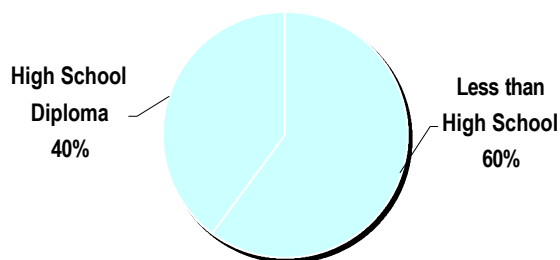
15 Employers Represented

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons.

OES Code: 790410

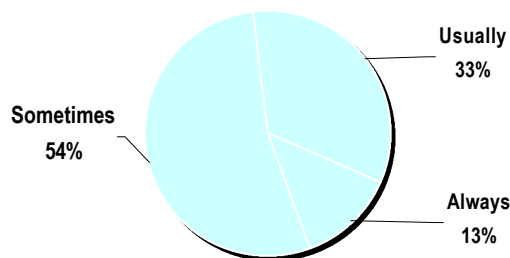
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



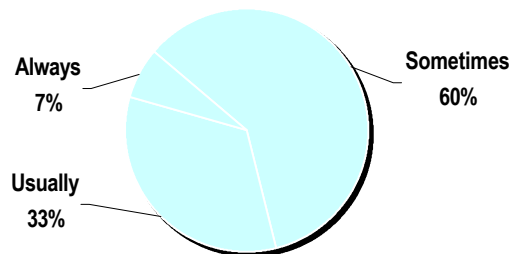
Most (60%) employers report that recent new hires have completed less than High School.

TRAINING SUBSTITUTING EXPERIENCE



Many (54%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 3 to 12 months Landscaping, Warehouseman, Laborer, Tree Trimmer, Construction Helper, or Gardening Basics.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 12 months General Labor, Gardener, Irrigator, Equipment Operator, Foreman, Troubleshooter, or Line Cleaner.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of how to properly use tools and equipment	2.6
Knowledge of proper landscaping and grounds maintenance techniques	2.2
Knowledge of pests and diseases	1.8
Modern methods of planting and plant propagation	1.8
Knowledge of irrigation systems and electronic controllers	1.6

Physical

Ability to lift at least 10 pounds	2.8
Ability to perform strenuous work	2.8

Personal

Ability to work independently	2.3
Ability to perform repetitive work	2.3

Basic

Attention to detail	2.5
Ability to read and write	2.0

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Leadership, performance, field communication, equipment operation, ability to read and understand plans, carpentry, plumbing, decision making, ability to handle multiple tasks, Class B Commercial Driver's License, Arborists Certification, knowledge of rigging and roping, awareness of job hazards, supervisory ability, and general warehouse operations.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Forklift, bobcat, carpentry, and plumbing.

COMPUTER SKILLS SOUGHT:

A **few** (7%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Diablo Valley College
- Regional Occupational Program of Contra Costa County
- Rubicon Programs, Inc.

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$ 5.75 - \$10.00	\$ 6.63
New hires, experienced:	\$ 5.75 - \$12.00	\$ 8.00
Experienced, 3 years with firm:	\$ 5.75 - \$16.00	\$10.00
Union	Range	Median
New hires, no experience:	\$ 6.50 - \$11.85	\$10.29
New hires, experienced:	\$ 6.50 - \$20.81	\$11.70
Experienced, 3 years with firm:	\$12.69 - \$20.81	\$14.35

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (88%) employees worked full-time averaging 40 hours a week; a **few** (7%) worked seasonal averaging 33 hours a week; a **few** (4%) worked part-time averaging 20 hours a week, and a **few** (2%) worked temporary/on call averaging 18 hours a week.

Unionization

Some (20%) firms, and **some** (39%) employees are union.

Gender

Male (95%), Female (5%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	83%	0%
Dental Insurance	50%	0%
Vision Insurance	25%	0%
Life Insurance	33%	0%
Paid Sick Leave	17%	0%
Paid Vacation	75%	0%
Retirement Plan	50%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Landscape Superintendent
- Foreman/Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**

406.684-018, 408.161-010, 408.684-010, 408.684-018

For more information, see COG #320

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Very Large
 Projected new jobs: 1010
 Openings due to separations: 0
 Projected growth between 1995-2002 is much faster than average, 42.1%.

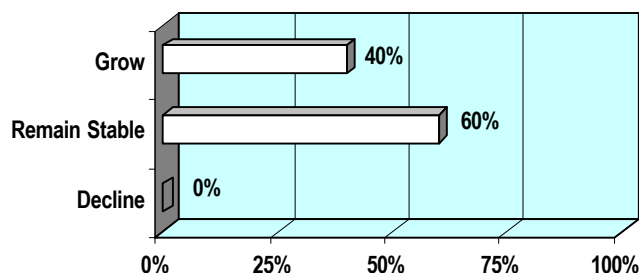
(Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and **little** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **many** (41%) vacancies filled over the last 12 months were due to employees leaving; **some** (32%) filled were due to new positions; a **few** (18%) filled were due to promotions, and a **few** (18%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (60%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **many** (40%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- In-house promotion or transfer
- Hire unsolicited applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Lawn and Garden Services
- Ornamental Shrub and Tree Services
- Single Family Housing Construction
- Flowers and Florists Supplies
- Retail Nurseries and Garden Stores
- Residential Building Operators
- Membership Sports and Recreation Club

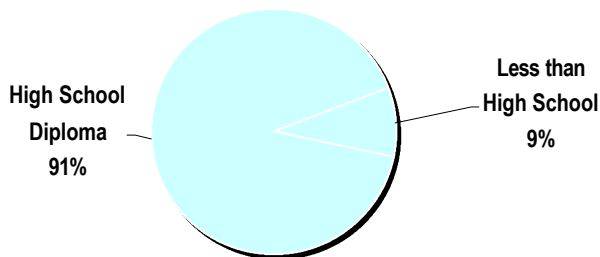
MACHINISTS

11 Employers Represented

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions of parts to be replaced, and they plan sequences of operations. **OES Code: 891080**

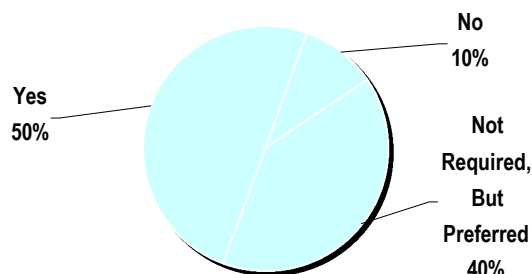
EMPLOYER REQUIREMENTS

EDUCATION



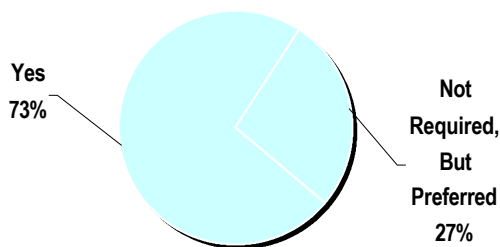
Almost all (91%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING



Many (50%) employers report that training is required prior to employment. **Most** (73%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 33 months Apprentice, Machine Shop, or Machinist Journey Class training.

EXPERIENCE



Most (73%) employers report that work experience is required. **Many** (50%) employers report that experience in other occupations is accepted. **Acceptable work experience:** Boilermakers, Pipefitters, Welders, and Millwrights.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,

Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of upgraded skills	36%
Lack of motivation	36%
Lack of available positions	36%
Lack of training	0%

Training resources used to upgrade skills:

On-the-Job Training	64%
Workshops	36%
Apprenticeship	18%
Adult Education	9%
Community College	9%

Apprenticeship training program availability:

No	55%
Yes	45%

Type of employee found through a staffing service:

None of the Above	64%
Temporary	18%
All of the Above	18%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Job knowledge, math skills, blueprint and time management.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Layout, blue print, web site search and time management.

COMPUTER SKILLS SOUGHT: (6 of 11 firms responding)

Word Processing	33%
Spreadsheet	50%
Database	17%
Other	67%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$9.50 - \$18.62	\$17.50
New hires, experienced:	\$10.00 - \$25.20	\$15.00
Experienced, 3 years with firm:	\$14.00 - \$26.15	\$20.00

Hours Worked

	% of Employees	Weekly Hours
Full-Time	83%	42
Part-Time	17%	25

Unionization

Union firms	2 of 11	18%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	45	9	45	9	0	0
Dental	36	9	36	9	0	0
Vision	18	9	27	9	0	0
Life	18	0	9	0	0	0
Sick	27	0	0	0	0	0
Vacation	100	18	0	0	0	0
Retirement	55	9	9	0	0	0
Child Care	0	0	0	0	0	0
Other	18	18	0	0	0	0
(Annuity, workman's compensation)						

PROMOTIONAL OPPORTUNITIES

Many (55%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor
- Inspector
- Manager
- President/Vice President
- Service Technician

Related **Dictionary of Occupational Titles (DOT) Code:**
600.280-034, 600.260-022

For more information, see COG #9

EMPLOYMENT TRENDS

Occupation size: Medium
 Projected new jobs: 110
 Openings due to separations: 110
 Gender: 97% Male 3% Female
 Projected growth between 1997 2004 is slower than average, 14.7% (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Very difficult.** Employer demand is considerably greater than supply of qualified applicants.

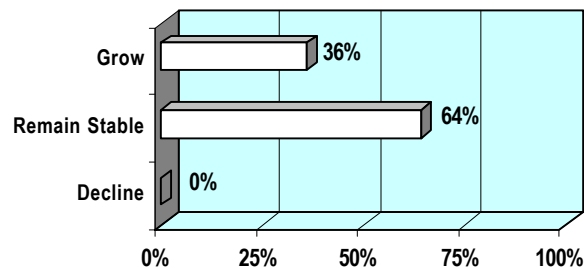
Annual Turnover

Employers responding to the survey report a (7%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 21%
 New Positions 21%
 Temporary 59%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Walk-in applicants
- Employee referrals
- Newspaper ads
- In-house promotions or transfer

WHERE THE JOBS ARE

- Dies & Tools, Jigs, Industrial Molds
- Machinery & Equipment Parts & Repair
- Motor Vehicle Parts & Accessories
- Petroleum Refining
- Repair Shops & Related Services, N.E.C.
- Sheet Metal Work

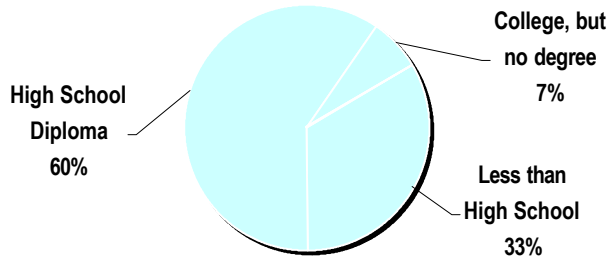
MAIDS AND HOUSEKEEPING CLEANERS

15 Employers Represented

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture. **OES Code: 670020**

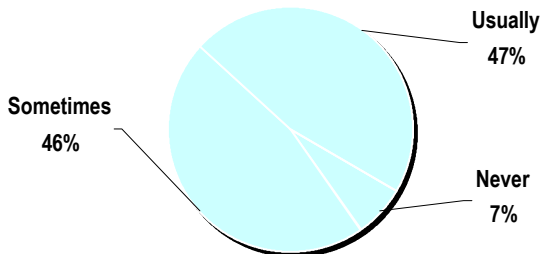
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



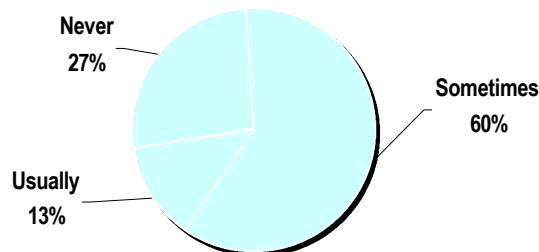
Most (60%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (47%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 3 to 6 months Maid, Housekeeping, or Health Care Maintenance.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 months Housekeeping, Maid, Janitor, Floor Person, Laundry Aide, Maintenance Supervisor, or Certified Nurse Assistant.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to operate commercial vacuum cleaners	2.5
Understanding of cleaning compounds and solutions	2.3
Knowledge of sanitary a work environment	2.4
Knowledge of hazardous materials	2.2
Ability to operate commercial laundry machines	1.7

Physical

Ability to stand for prolonged periods	2.7
--	-----

Personal

Ability to follow oral instructions	3.0
Ability to interact well with others	2.8
Ability to work as part of a team	2.8
Ability to work rapidly	2.6
Ability to work independently	2.6
Willingness to work nights, weekends and holidays	2.4
Ability to understand and converse in English	2.2
Willingness to work part-time or on-call	1.9
Willingness to work with close supervision	1.8
Possession of a reliable vehicle	0.7

Basic

Ability to read and follow instructions	2.0
Ability to write legibly	1.3

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Management experience, scheduling, leadership qualities, purchasing, organizational skills, write legibly, driver's license, being a supportive team player, customer service, sales, maintenance, computer skills, strong English language, and on-the-job experience.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Reading, understand cleaning chemicals, and computer skills.

COMPUTER SKILLS SOUGHT:

Many (50%) seek word processing, and **many** (50%) seek spreadsheet.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Diablo Valley College
- Mt. Diablo Adult Education, Loma Vista Center
- Regional Occupational Program of Contra Costa County
- Rubicon Programs, Inc.

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.98 - \$ 9.00	\$ 6.60
New hires, experienced:	\$ 6.05 - \$10.00	\$ 7.00
Experienced, 3 years with firm:	\$ 6.05 - \$11.00	\$ 8.00

Union

	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.67 - \$ 7.00	\$ 6.75
New hires, experienced:	\$ 6.74 - \$ 7.50	\$ 6.82
Experienced, 3 years with firm:	\$ 7.50 - \$ 9.00	\$ 7.71

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Most (79%) employees worked full-time; averaging 40 hours a week; a **few** (13%) worked part-time averaging 23 hours a week, and a **few** (8%) worked temporary/on call averaging 14 hours a week.

Unionization

Some (27%) firms, and **some** (26%) employees are union.

Gender

Male (20%), Female (80%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	29%
Dental Insurance	100%	29%
Vision Insurance	43%	21%
Life Insurance	43%	0%
Paid Sick Leave	93%	50%
Paid Vacation	100%	50%
Retirement Plan	57%	36%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Inspector
- Administration
- Supervisor
- Maintenance

Related **Dictionary of Occupational Titles (DOT) Code:**

323.687-010, 323.687-014, 323.687-018

For more information, see COG #551

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

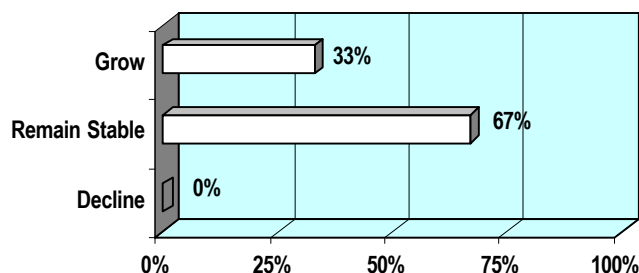
Occupation size: Large
 Projected new jobs: 640
 Openings due to separations: 210
 Projected growth between 1995-2002 is faster than average, 24.7%.
 (Average growth between 1995 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and **little** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **most** (61%) vacancies filled over the last 12 months were due to employees leaving; **some** (21%) filled were due to new positions; a **few** (10%) filled were due to promotions, and a **few** (8%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (33%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- In-house promotion or transfer
- Newspaper ads

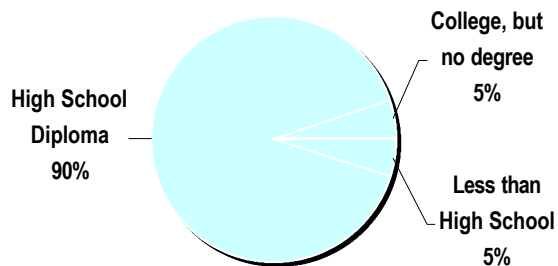
MAJOR EMPLOYING INDUSTRIES (In survey area)

- Apartment Building Operators
- Hotels and Motels
- Building Maintenance Services
- Skilled Nursing Care Facilities
- Nursing and Personal Care, NEC
- General Medical and Surgical Hospital

Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs. **OES Code: 851320**

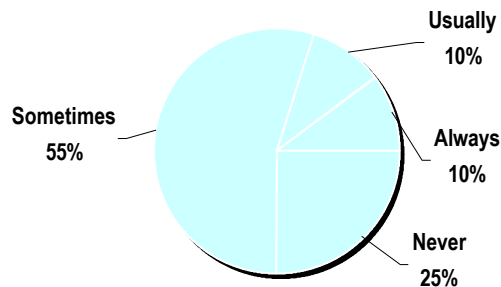
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



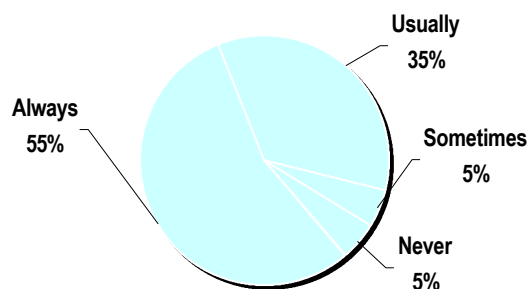
Almost all (90%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (55%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 12 to 24 months General Maintenance, Mechanic, Shop Assistant, Electrician, Contractor's License, or Journeyman Certificate.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (55%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 36 months Maintenance Technician, or General Utility.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,

Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to operate power hand tools	2.7
Minor electrical repair skills	2.5
Minor plumbing repair skills	2.2
Minor painting skills	2.0
Ability to repair and install heating and air conditioning systems	2.0
Knowledge of basic electronics	1.7
Record keeping skills	1.6
Ability to read blueprints	1.5

Physical

Ability to walk or stand for more than 2 hours	3.0
Ability to lift at least 50 pounds	2.9

Personal

Ability to work independently	2.9
Good hand-eye coordination	2.9
Mechanical aptitude	2.7
Willingness to work with close supervision	2.6
Ability to interact well with others	2.6
Public contact skills	2.5

Basic

Ability to read and follow instructions	2.9
Knowledge of safety practices	2.8
Problem solving skills	2.5
Oral communication skills	2.2

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Record keeping, report preparation, estimating, supervisory, Class A Driver's License, Refrigeration Certification #1 & #11, electronics, ability to manage people, plumbing, computer, advanced training, critical assessment capabilities, ability to function independently, and good communication.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Update training, diagnostic ability, management skills, new equipment training, increased maintenance skills, general building maintenance, and computer skills.

COMPUTER SKILLS SOUGHT:

A **few** (10%) seek word processing, and a **few** (5%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Rubicon Programs, Inc.

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 7.00 - \$14.38	\$10.00
New hires, experienced:	\$ 7.48 - \$19.18	\$10.00
Experienced, 3 years with firm:	\$ 8.70 - \$23.97	\$12.59

Union

	Range	Median
New hires, no experience:	\$ 8.72 - \$14.37	\$11.10
New hires, experienced:	\$ 9.61 - \$16.42	\$13.50
Experienced, 3 years with firm:	\$11.12 - \$19.66	\$15.00

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (96%) employees worked full-time averaging 40 hours a week; a **few** (2%) worked part-time averaging 17 hours a week, and a **few** (2%) worked seasonal averaging 40 hours a week.

Unionization

Some (25%) firms, and **many** (53%) employees are union.

Gender

Male (100%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	100%	10%
Dental Insurance	65%	50%
Vision Insurance	60%	10%
Life Insurance	55%	5%
Paid Sick Leave	80%	10%
Paid Vacation	90%	10%
Retirement Plan	50%	10%
Child Care	5%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervisor or Foreman
- Project Manager

Related **Dictionary of Occupational Titles (DOT) Code:**

638.281-010, 899.381-010, 899.261-014

For more information, see COG #136

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Very Large
 Projected new jobs: 1,420
 Openings due to separations: 480
 Projected growth between 1995-2002 is much faster than average, 32%.

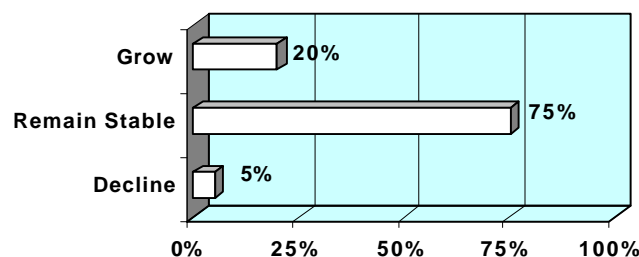
(Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (54%) vacancies filled over the last 12 months were due to employees leaving; **some** (24%) filled were due to new positions; a **few** (19%) filled were due to promotions, and a **few** (3%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (75%) employers responding expect this occupation's employment to remain stable over the next 3 years; **some** (20%) expect it to grow, and a **few** (5%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Newspaper ads
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Single Family Housing Construction
- Heavy Construction, NEC
- Non-durable Goods, NEC
- Eating Places
- Apartment Building Operators
- Real Estate Agents and Managers
- Building Maintenance Services, NEC
- General Automotive Repair Shops
- Public Golf Courses
- Membership Sports and Recreation Club
- Amusement and Recreation, NEC
- Elementary and Secondary Schools
- Civic and Social Organizations

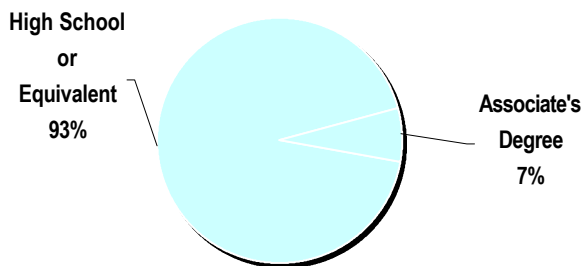
MANAGER, RETAIL STORE

15 Employers Represented

Manager, Retail Store, manages a retail store which sells a specific line of merchandise, such as groceries, liquor, apparel, jewelry, furniture; or related lines of merchandise. They usually plan and prepare work schedules, work assignments (or supervise others to do so), formulate merchandise pricing policy, coordinate sales promotion activities, prepare merchandise displays and advertising copy. They supervise employees in: sales, taking inventory or cash reconciliation activities, operation record keeping, and the preparation of a daily record of transactions for accounting purposes. They may interview, hire and train employees, ensure compliance of employees with security, sales and record keeping procedures, order merchandise or prepare requisitions to replenish inventories and may answer customer questions. **OES Code: 185167999**

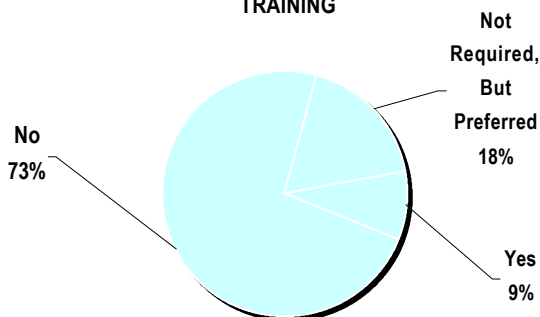
EMPLOYER REQUIREMENTS

EDUCATION



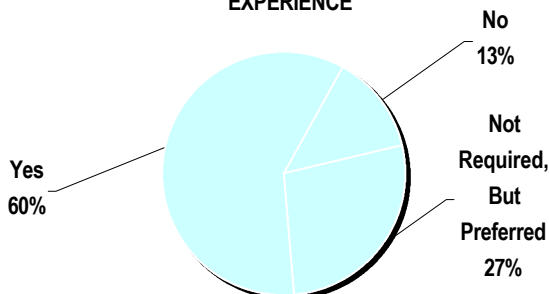
Almost all (93%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING



A few (9%) employers report that training is required prior to employment. **Most** (69%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 9 months Retail Sales, Auto Mechanic Experience, or Management Experience.

EXPERIENCE



Most (60%) employers report that work experience is required. **Most** (69%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 11 months Retail Sales, Management Experience, or Supervision.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of available positions	50%
Lack of motivation	20%
Lack of upgraded skills	10%
Lack of training	0%

Training resources used to upgrade skills:

On-the-Job Training	60%
Workshops	20%
Apprenticeship	10%
Adult Education	0%
Community College	0%

Apprenticeship training program availability:

No	80%
Yes	20%

Type of employee found through a staffing service:

None of the Above	80%
All of the Above	10%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Computer, merchandising, product knowledge, understanding of financial planning, people management, communication skills, years of experience as a store manager, customer service, leadership, and career minded.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Customer service, sales & recruiting, people skills, accounting skills, and personnel management.

COMPUTER SKILLS SOUGHT: (6 of 15 firms responding)

Word Processing	67%
Spreadsheet	50%
Database	17%
Other	67%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union/Union	Range	Median
New hires, no experience:	\$ 9.00 - \$16.00	\$11.51
New hires, experienced:	\$ 6.00 - \$18.41	\$13.11
Experienced, 3 years with firm:	\$ 9.01 - \$20.66	\$17.05

Hours Worked

	% of Employees	Weekly Hours
Full-Time	100%	45

Unionization

Union firms	1 of 11	9%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	27	0	67	0	0	0
Dental	20	0	73	0	0	0
Vision	20	0	53	0	7	0
Life	27	0	33	0	7	0
Sick	80	0	13	0	0	0
Vacation	87	0	13	0	0	0
Retirement	33	0	40	0	7	0
Child Care	0	0	0	0	0	0
Other	20	0	40	0	13	0
(Company car, product discount, LTD)						

PROMOTIONAL OPPORTUNITIES

Most (60%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Buyer/Assistant Buyer
- General Manager
- District/Regional Manager
- Senior Associate
- Team Leader/ District Team Leader
- Vice President
- Owner

Related **Dictionary of Occupational Titles (DOT) Code:**
185.167-046, 299.137-010

For more information, see COG #242, 118, 536

EMPLOYMENT TRENDS

Occupation size: Insufficient Data
 Projected new jobs: Insufficient Data
 Openings due to separations: Insufficient Data
 Gender: 59% Male 41% Female
 Projected growth between 1997 2004 Insufficient Data
 (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.
 Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

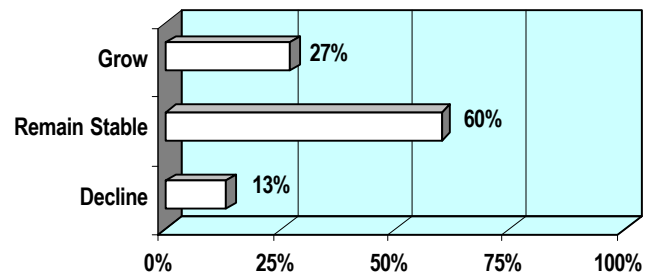
Annual Turnover

Employers responding to the survey report a (18%) annual turnover rate.

Percentage of New Hires in the Last year

Employees leaving 47%
 New Positions 5%
 Promotions 47%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- In-house promotion or transfer
- Employee referrals
- Newspaper ads

WHERE THE JOBS ARE

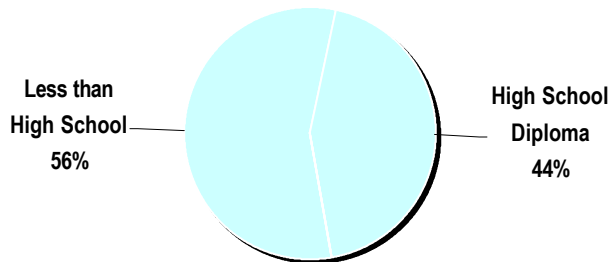
- Auto & Home Supply Stores
- Clothing Stores, Women's
- Department Stores
- Gift/Novelty/Souvenir Shops
- Grocery Stores
- Hardware Stores, Retail

Manicurists clean, shape, and polish customers' fingernails and toenails. They also form or adhere artificial fingernails on customers' fingers.

OES Code: 680080

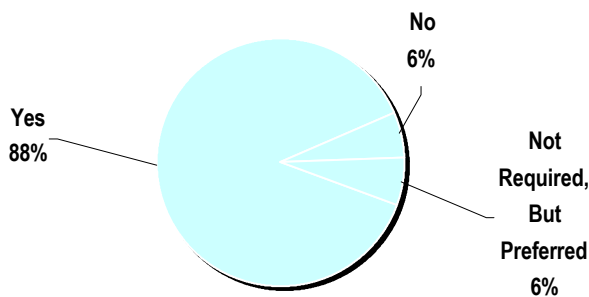
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



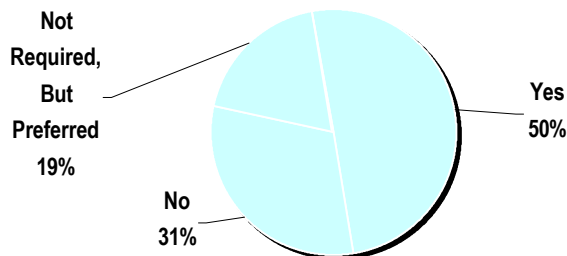
Many (56%) employers report that when hiring, the minimum education required is less than high school.

TRAINING REQUIRED



Almost all (88%) employers report that training is required prior to employment. A **few** (18%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 4 months On-the-Job training, or Manicurists License.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (50%) employers report that work experience is required. A **few** (13%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 6 months in Sales.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Completion of manicurist courses	3.0
Ability to assess the needs of customers	2.9
Knowledge of products related to nail care	2.8

Physical

Good eye-hand coordination	2.7
Good color perception	2.1
Ability to stand for prolonged periods	1.0

Personal

Friendly and tactful	3.0
Customer service oriented	2.8
Ability to communicate well with others	2.8

Basic

Knowledge of techniques and equipment to work on fingernails	3.0
Understanding of customer needs	2.9
Knowledge of sales techniques	1.3

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Good manners, good sense of humor, ability to perform professional work, customer service, team oriented, and ability to act as a roll model.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Pleasant personality, creativity, and dependability.

COMPUTER SKILLS SOUGHT:

A **few** (6%) employers seek desktop publishing. Employers report the following software applications are used: Page Maker

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- De Loux Cosmetology
- Delta Beauty College, Inc.
- Designs School of Cosmetology
- Los Medanos College
- Paris Beauty College

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 5.75 - \$ 6.00	\$ 5.75
New hires, experienced:	\$ 5.75 - \$ 8.00	\$ 5.75
Experienced, 3 years with firm:	\$ 5.75 - \$10.00	\$ 5.88

Almost all (88%) employers pay commission to employees working in this occupation.

OTHER RELEVANT INFORMATION

Hours Worked

Many (49%) employees worked part-time averaging 22 hours a week; **many** (42%) worked full-time averaging 40 hours a week; a **few** (5%) worked temporary/on-call averaging 16 hours a week, and a **few** (3%) worked seasonal averaging 20 hours a week.

Unionization

No (0%) firms, and **no** (0%) employees are union.

Gender

Male (10%), Female (90%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	6%	0%
Dental Insurance	6%	0%
Vision Insurance	6%	0%
Life Insurance	0%	0%
Paid Sick Leave	13%	0%
Paid Vacation	13%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

A **few** (13%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Lead Manicurists
- Manager

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Small

Projected new jobs: 40

Openings due to separations: 10

Projected growth between 1995-2002 is much faster than average, 66.7%.

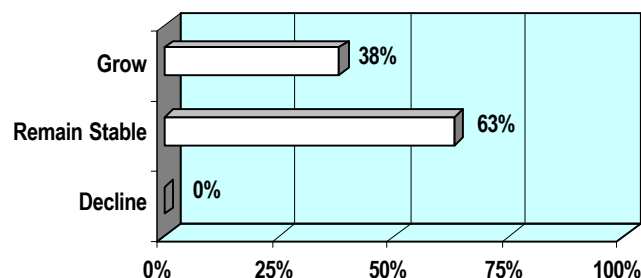
(Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **most** (63%) vacancies filled over the last 12 months were due to employees leaving, and **some** (38%) filled were due to new positions

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (63%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (38%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Employee referrals
- Walk-in applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Beauty Shops

Related Dictionary of Occupational Titles (DOT) Code:
331.674-010, 331.674-014

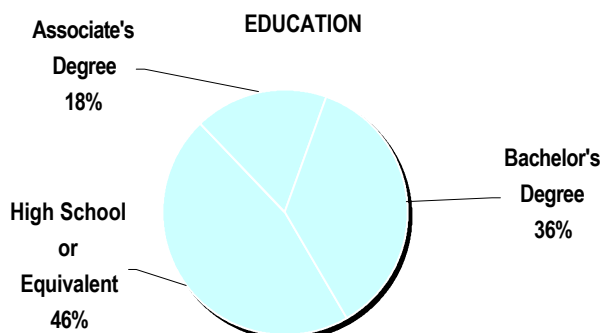
For more information, see COG #58

MARKETING, ADVERTISING AND PUBLIC RELATIONS MANAGERS

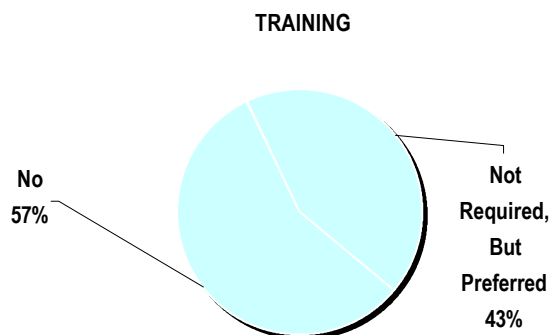
11 Employers Represented

Marketing, Advertising and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis. **OES Code: 130110**

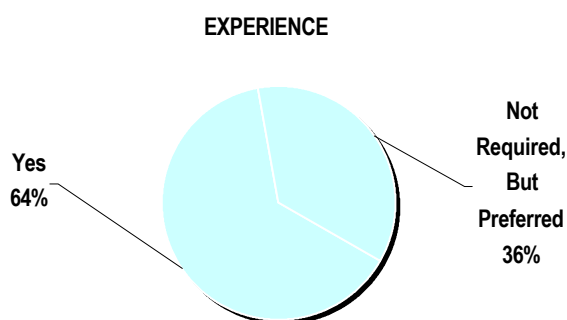
EMPLOYER REQUIREMENTS



Many (46%) employers report that recent new hires have completed their High School Diploma or equivalent.



No (0%) employers report that training is required prior to employment. **Many** (55%) employers report that training is accepted as a substitute for experience. **Type of training required:** None.



Most (64%) employers report that work experience is required. **Almost all** (80%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 18 months Sales, Health Services or Grocery Retail.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of available positions	67%
Lack of upgraded skills	17%
Lack of motivation	17%
Lack of training	0%

Training resources used to upgrade skills:

On-the-Job Training	67%
Workshops	50%
Adult Education	0%
Community College	0%
Apprenticeship	0%

Apprenticeship training program availability:

Yes	50%
No	50%

Type of employee found through a staffing service:

None of the Above	100%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

People skills, public relations, leadership, commitment, computer skills, self-monitoring, and management skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Self-motivated and entrepreneurial.

COMPUTER SKILLS SOUGHT: (9 of 11 firms responding)

Word Processing	89%
Spreadsheet	56%
Database	56%
Desktop Publishing	33%
Other	22%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$11.51 - \$31.96	\$21.58
Experienced, 3 years with firm:	\$14.58 - \$31.16	\$27.70

Hours Worked

	% of Employees	Weekly Hours
Full-Time	98%	46
Part-Time	2%	16

Unionization

None reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	9	0	82	0	9	0
Dental	9	0	82	0	9	0
Vision	0	0	55	0	9	0
Life	9	0	73	0	9	0
Sick	82	0	9	0	9	0
Vacation	82	0	9	0	9	0
Retirement	27	0	55	0	18	0
Child Care	0	0	0	0	27	0
Other	18	0	0	0	9	0
(Product discount, 401k)						

PROMOTIONAL OPPORTUNITIES

Most (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Cluster Sales Manager
- Director of Catering
- Executive Director
- General Manager
- Regional Director of Sales
- Regional Manager
- Vice President/Group Head

Related **Dictionary of Occupational Titles (DOT) Code:**

163.167-010, 164.117-010, 164.117-014, 163.167-018

For more information, see COG #276

EMPLOYMENT TRENDS

Occupation size: Large
 Projected new jobs: 250
 Openings due to separations: 150
 Gender: 36% Male 64% Female
 Projected growth between 1997 2004 is average, 16.7%
 (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced: **Moderately difficult.** Employer demand is somewhat greater than the supply of applicants.

Inexperienced: **Very difficult.** Employer demand is considerably greater than supply of qualified applicants.

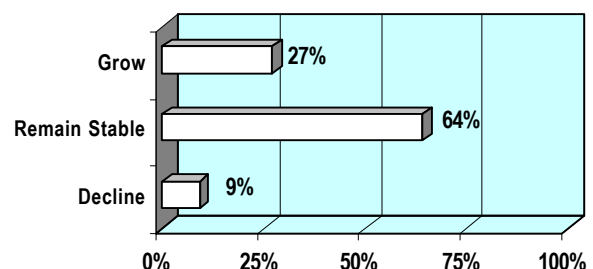
Annual Turnover

Employers responding to the survey report a (94%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 71%
 New Positions 13%
 Promotions 16%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Employee referrals
- Internet
- Newspaper ads
- In-house promotion or transfer

WHERE THE JOBS ARE

- Computerized Information Retrieval Services
- Groceries, General Line, Wholesale
- Hotels & Motels
- Newspaper Publishing & Printing
- Office Equipment, Wholesale
- Residential Care

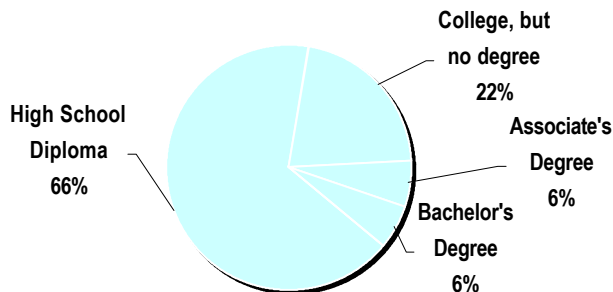
MEDICAL ASSISTANTS

18 Employers Represented

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties. **OES Code: 660050**

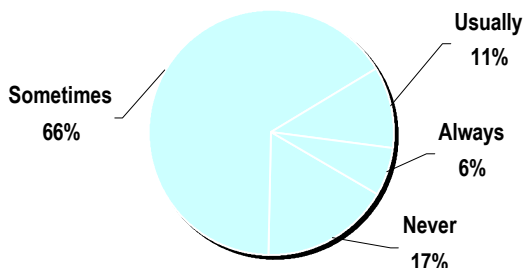
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



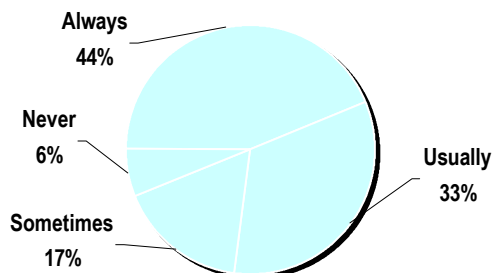
Most (66%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most (66%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Medical Assistant, Nursing Certificate, or Registered Dental Assistant or Registered Dental Hygienist license.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (44%) employers report that work experience is always required. **Desired work experience when acceptable:** 6 to 12 months Healthcare.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Record keeping skills	2.7
Knowledge of medical terminology	2.7
Knowledge of first aid	2.5
Telephone answering skills	2.4
Possession of a CPR certificate	2.4
Ability to use a computer	2.4
Ability to take vital signs	2.3
Ability to apply sterilization techniques	2.0
Knowledge of inventory techniques	1.7

Personal

Ability to work under pressure	2.9
Ability to work independently	2.8
Ability to handle crisis situations	2.7
Willingness to work with close supervision	2.7

Basic

Ability to work as part of a team	2.9
Ability to read and follow instructions	2.9
Ability to write legibly	2.8
Oral communication skills	2.8

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Supervisory, telephone techniques, computer, communication, common sense, motivation, Licensed Vocational Nurse license, time management, ability to assess others needs, and the ability to give directions.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Mathematics, computer literacy, triage, telephone etiquette, computerized appointment scheduling, organizational, multi-tasking, and technical skills (e.g. EKG, and giving injections).

COMPUTER SKILLS SOUGHT:

Almost all (80%) seek word processing; **many** (40%) seek database, and **many** (40%) seek other (e.g. Dental office programs, and Optical programs).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Pittsburg Adult Education Center
- Regional Occupational Program of Contra Costa County

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 6.50 - \$18.00	\$ 9.00
New hires, experienced:	\$ 7.00 - \$18.00	\$10.94
Experienced, 3 years with firm:	\$11.51 - \$20.00	\$13.50

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Most (63%) employees worked full-time averaging 32-40 hours a week; **some** (33%) worked part-time averaging 26 hours a week, and a **few** (3%) worked temporary/on call averaging 14 hours a week.

Unionization

None reported.

Gender

Male (3%), Female (97%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	83%	17%
Dental Insurance	56%	11%
Vision Insurance	39%	11%
Life Insurance	33%	6%
Paid Sick Leave	83%	44%
Paid Vacation	83%	44%
Retirement Plan	67%	28%
Child Care	11%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Front Office
- Supervisor

Related Dictionary of Occupational Titles (DOT) Code:
079.362-010, 079.364-010, 079.374-018

For more information, see COG #513

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Medium

Projected new jobs: 240

Openings due to separations: 90

Projected growth between 1994-2002 is average, 21.4%.

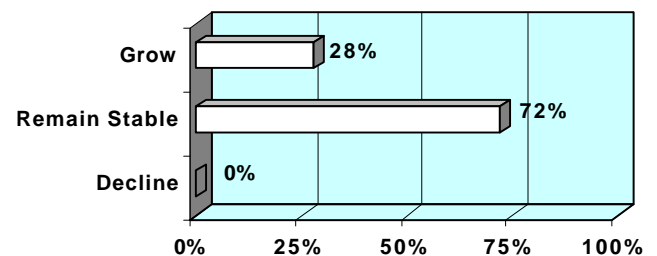
(Average growth between 1995 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and inexperienced applicants that meet their hiring standards.

Employers report **many** (55%) vacancies filled over the last 12 months were due to employees leaving; **many** (41%) filled were due to new positions; a **few** (2%) were due to promotions, and a **few** (1%) were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (72%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (28%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- In-house promotion or transfer
- Newspaper ads

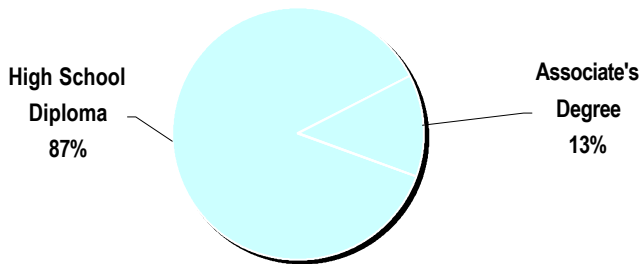
MAJOR EMPLOYING INDUSTRIES (In survey area)

- Offices and Clinics of Medical Doctors
- Offices and Clinics of Dentists
- Offices and Clinics of Chiropractors
- Offices and Clinics of Optometrists
- General Medical and Surgical Hospitals
- Specialty Outpatient Clinics, NEC

Medical Records Technicians compile and maintain medical records of hospital and clinic patients. **OES Code: 329110**

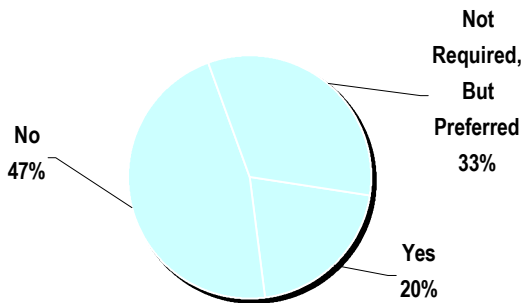
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



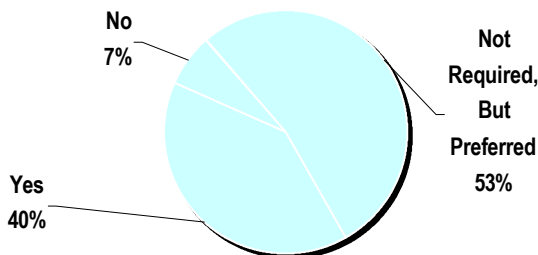
Almost all (87%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Some (20%) employers report that training is required prior to employment. **Most** (64%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 6 months Medical Field training, Accredited Records Technician Certification, or Medical Records Technician Vocational training.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (40%) employers report that work experience is required. **Most** (64%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 6 months Clerical, Stocking, Medical Related, Technician, Nursing, Medical Terminology Social Service, Bookkeeping, Nursing Administration, or Accredited Records Technician Certification.

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%, **Many** = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Computer skills	2.3
Ability to work with office machines	2.2
Typing skills	1.7

Physical

Ability to lift and carry heavy files	2.2
Ability to move heavy file carts	2.2

Personal

Ability to communicate with doctors and staff	3.0
Ability to work on a team	3.0
Oral communication skills	2.8

Basic

Ability to pay close attention to detail	3.0
Excellent alpha-numeric filing skills	2.8
Ability to write legibly	2.8

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Organizational, computer, communication, knowledge, high performance, medical assisting, Bachelor's degree, Accredited Records Technician (ART) certification, Nursing license, communication, medical terminology, and surgery scheduling.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Common sense, strong phone skills, nursing license, auditing, knowledge of physical therapy codes, filing, and knowledge of legal aspects of charting.

COMPUTER SKILLS SOUGHT:

Most (75%) employers seek word processing; **many** (42%) employers seek database; **many** (42%) employers seek spreadsheet; a **few** (8%) employers seek desktop publishing, and **some** (33%) employers seek other (e.g. 3M Encoder, and Basic Computer Knowledge).

Employers report the following software applications are used: Word, Excel, Access, and PowerPoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Antioch Adult School
- Contra Costa college
- Contra Costa County Regional Occupational Program
- Los Medanos College
- Martinez Adult School
- Mt Diablo Adult Education
- Mt Diablo Vocational Services Training
- Pittsburg Adult Education Center
- Western Career College
- Worldwide Educational Services

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$ 8.00 - \$12.00	\$ 9.75
New hires, experienced:	\$ 7.00 - \$20.14	\$10.00
Experienced, 3 years with firm:	\$ 7.90 - \$21.10	\$11.50
Union	Range	Median
New hires, no experience:	\$12.40 - \$12.40	\$12.40
New hires, experienced:	\$12.00 - \$19.06	\$12.40
Experienced, 3 years with firm:	\$13.24 - \$19.46	\$15.00

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (87%) employees worked full-time averaging 40 hours a week; a **few** (10%) worked part-time averaging 26 hours a week, and a **few** (3%) worked temporary/on-call averaging 35 hours a week.

Unionization

Some (20%) firms, and **many** (55%) employees are union. Employers report affiliations with the following unions: Office and Professional Employees International Union Local 29, and Health Care Workers Union Local 250 SEIU.

Gender

Male (8%), Female (92%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	67%	20%
Dental Insurance	47%	13%
Vision Insurance	33%	7%
Life Insurance	33%	7%
Paid Sick Leave	80%	20%
Paid Vacation	80%	20%
Retirement Plan	40%	7%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Many (53%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Clerk
- Analyst
- Supervision
- Accounting Troubler
- Surgery Scheduler
- Medical Assistant
- Assistant Director of Nursing
- Management

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Small
 Projected new jobs: 80
 Openings due to separations: 30
 Projected growth between 1995-2002 is much faster than average, 33.3%.

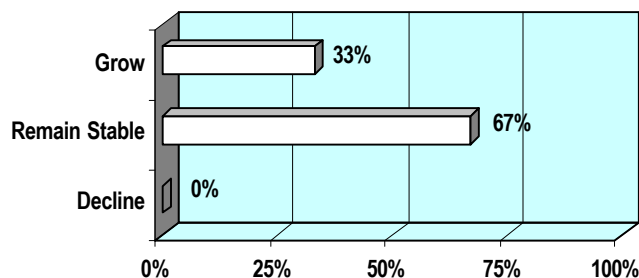
(Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (45%) vacancies filled over the last 12 months were due to employees leaving; **some** (34%) filled were due to temporary/on-call positions; a **few** (18%) filled were due to promotions, and a **few** (3%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (33%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- Employee referrals
- Walk-in applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Doctors of Medicine, Offices and Clinics
- Hospitals, General Medical and Surgical
- Nursing Care Facilities, Skilled
- Hospitals, Psychiatric
- Outpatient Treatment Centers and Clinics, N.E.C.
- Social Services, Individual and Family

Related Dictionary of Occupational Titles (DOT) Code:

079.362-014, 079.362-018

For more information, see COG #134

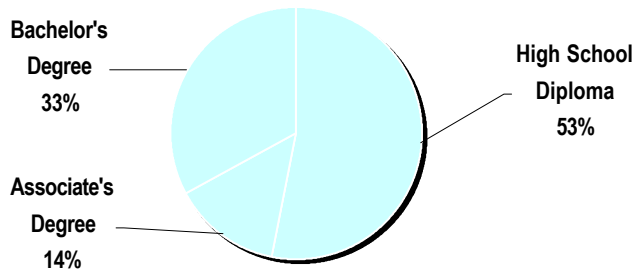
NETWORK PROFESSIONALS

15 Employers Represented

Network Professionals are responsible for designing and maintaining a company's computerized information system, managing local and/or wide area networks. They may also include training network users, developing network strategies, downsizing mainframe and mini computer systems to PC networks. They build front-ends to specific applications. They may be certified or uncertified. **Non OES Code: 031132999**

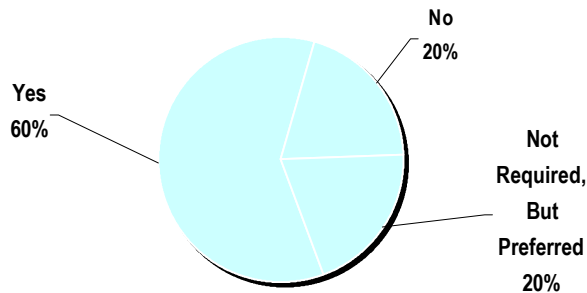
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



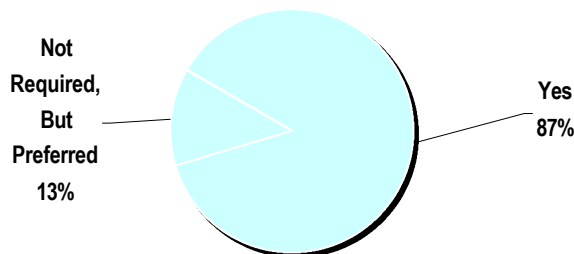
Many (53%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Most (60%) employers report that training is required prior to employment. **Many** (40%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 13 months Network Systems, Microsoft Certified Engineer and other Certifications, LAN Network, Continuous Studies, On-the-Job training, Novell, UNIX, Network Management, Internet, Various Operating Systems, or Network Engineer.

PREVIOUS WORK EXPERIENCE REQUIRED



Almost all (87%) employers report that work experience is required. **Many** (43%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 20 months Networking related, Technical Systems, LAN Administration, Accounting, or Computer related.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of microcomputer hardware systems	3.0
Ability to design multi-server networks	2.9
Knowledge of Internet, Ethernet, ATM and UNIX	2.8

Personal

Ability to work on a team	3.0
Oral communication skills	2.9
Supervisory and leadership skills	2.0

Basic

Ability to pay attention	3.0
Ability to write operating procedures	2.8
Ability to write proposals and make recommendations	2.6

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Management, technical, network certification, computer experience, project management, superior technical, business savvy, SQL training, additional experience, wireless, network, software, and programming.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Patience, good trainer, company specific software, continuous studies, networking, web design, gateways, routers, wireless, windows NT, MCSE, and timely reporting.

COMPUTER SKILLS SOUGHT:

Almost all (80%) employers seek word processing; **most** (73%) employers seek database; **most** (73%) employers seek spreadsheet; **many** (40%) employers seek desktop publishing, and **most** (67%) employers seek other (e.g. Paradox, Database 615, Netware, Operating Systems, Windows NT, and UNIX). Employers report the following software applications are used: Word, Excel, Access, and Publisher.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$11.51 - \$35.96	\$22.53
Experienced, 3 years with firm:	\$19.18 - \$50.00	\$27.61

Some (34%) employers also pay bonuses to employees working in this occupation.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (98%) employees worked full-time averaging 40 hours a week; a **few** (1%) worked part-time averaging 20 hours a week, and a **few** (1%) worked temporary/on-call averaging 40 hours a week.

Unionization

No (0%) firms, and **no** (0%) employees are union.

Gender

Male (73%), Female (27%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	33%	0%
Dental Insurance	20%	0%
Vision Insurance	20%	0%
Life Insurance	40%	0%
Paid Sick Leave	73%	0%
Paid Vacation	73%	0%
Retirement Plan	33%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Many (47%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Director
- Information Group Manager
- Application Engineer
- Network Analyst II
- Network Manager
- Systems Administrator
- Lead or Senior Technician
- Supervisor

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

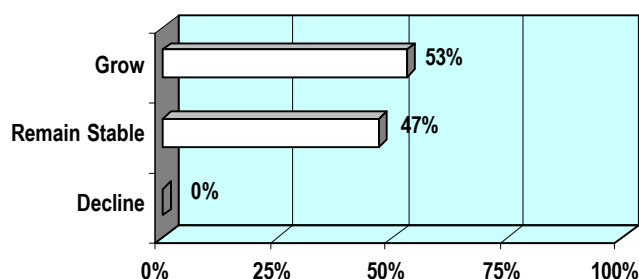
Occupation size: Data Not Available
 Projected new jobs: Data Not Available
 Openings due to separations: Data Not Available
 Projected growth between 1995-2002, remain stable.
 (Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **almost all** (83%) vacancies filled over the last 12 months were due to temporary/on-call positions; a **few** (13%) filled were due to new positions, and a **few** (4%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (53%) employers responding expect this occupation's employment to grow over the next 2 years, and **many** (47%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Internet
- Newspaper ads
- In-house promotion

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Radio and T.V. Broadcasting and Communications Equipment
- Telephone Communications
- Machinery and Equipment, General Industrial Distribution
- Computer and Software Stores
- Banks, State Commercial
- Software Development, Custom
- Computer Related Services, N.E.C.
- Research and Development, Physical and Biological
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:

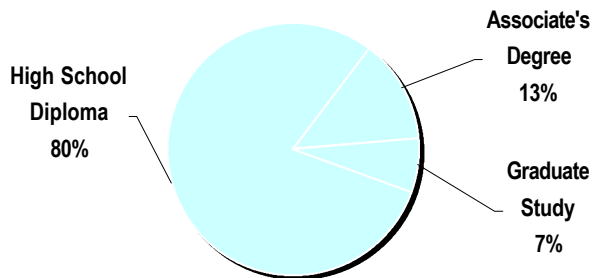
N/A

For more information, see COG #N/A

Opticians design, measure, fit, and adapt lenses and frames for clients according to written optical prescriptions or specifications. They assist clients with selecting frames according to style and color, measure customers for size of eyeglasses, and coordinate frames with facial and eye measurements and optical prescription. In addition, they prepare work orders for optical laboratories containing instructions for grinding and mounting lenses in frames, verify the exactness of finished lens spectacles, adjust frame and lens position to fit clients, and shape or reshape frames. Includes Contact Lens Opticians. **OES Code: 325140**

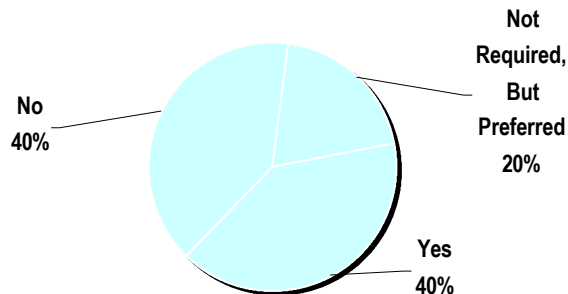
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



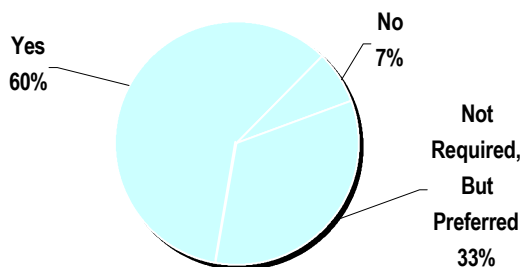
Almost all (80%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



Many (40%) employers report that training is required prior to employment. **Some** (38%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 5 months Optical Theory and Lens Fabrication training, Optician Certificate, or American Board of Optometry State License.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is required. **Some** (31%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 17 months Customer Service, Technician, or Retail Sales.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Telephone answering skills	2.7
Alpha and Numeric filing skills	2.6
Data processing and word processing skills	1.9

Physical

Ability to stand continuously for two or more hours	2.1
Ability to pass a pre-employment drug test	1.7

Personal

Ability to work as part of a team	3.0
Oral communication skills	2.9
Ability to work independently	2.8

Basic

Ability to read and follow instructions	2.8
Ability to perform routine, repetitive work	2.8

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Customer service, knowledge of the job, organizational skills, management of office, staff, facility, and personnel, technical knowledge, and math skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Communication, problem solving, and top-down selling training.

COMPUTER SKILLS SOUGHT:

Many (47%) employers seek word processing; **some** (27%) employers seek database; a **few** (14%) employers seek spreadsheet; a **few** (14%) employers seek desktop publishing, and a **few** (14%) employers seek other (e.g. Office Mate, and RLI Optometric Software).

Employers report the following software applications are used: Word, Excel, Access, and Powerpoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Martinez Adult School

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 7.00 - \$ 9.00	\$ 8.25
New hires, experienced:	\$ 8.00 - \$17.50	\$10.00
Experienced, 3 years with firm:	\$10.00 - \$20.00	\$12.50

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (87%) employees worked full-time averaging 33-40 hours a week, and a **few** (13%) worked part-time averaging 24 hours a week.

Unionization

A **few** (13%) firms, and **some** (21%) employees are union. Employers report affiliations with the following unions:
Local 535 Social Services Union American Federation of Nurses,
and Union of American Physicians and Dentists.

Gender

Male (28%), Female (72%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	5%	0%
Dental Insurance	1%	0%
Vision Insurance	3%	2%
Life Insurance	0%	0%
Paid Sick Leave	10%	1%
Paid Vacation	13%	2%
Retirement Plan	4%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Some (33%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Lead Dispenser
- Branch Supervisor
- Management

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

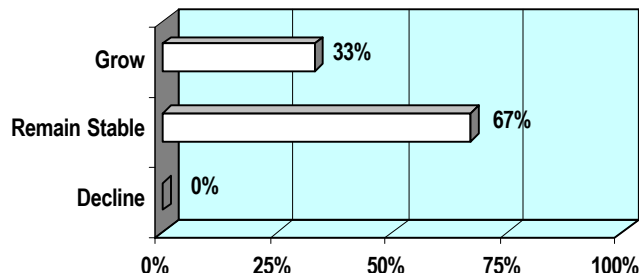
Occupation size: Small
Projected new jobs: -10
Openings due to separations: 20
Projected growth between 1995-2002 is slower than average, 6.7%.
(Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (46%) vacancies filled over the last 12 months were due to new positions; **many** (46%) filled were due to employees leaving, and a **few** (8%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (67%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (33%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Newspaper ads
- Walk-in applicants

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Optical Goods Stores
- Offices of Optometrists
- Doctors of Medicine, Offices and Clinics
- Local Government

Related Dictionary of Occupational Titles (DOT) Code:

299.361-010, 299.361-014

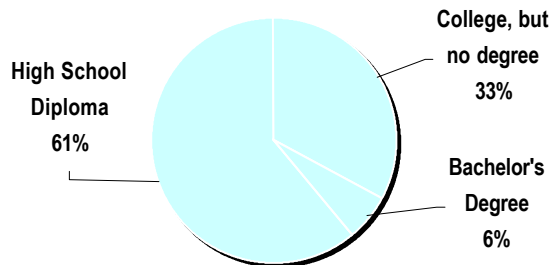
For more information, see COG #167, 470

ORDER CLERKS MATERIALS, MERCHANDISE, AND SERVICE 18 Employers Represented

Order Clerks receive and process incoming orders for materials, merchandise, or services such as repairs, installations, or rental of facilities. Additional duties include informing customers of receipt of order, prices, shipping dates, and delays, preparing contracts, and handling complaints. Does not include workers who dispatch as well as take orders for services. **OES Code: 553230**

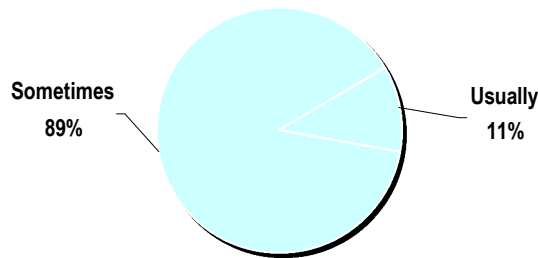
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



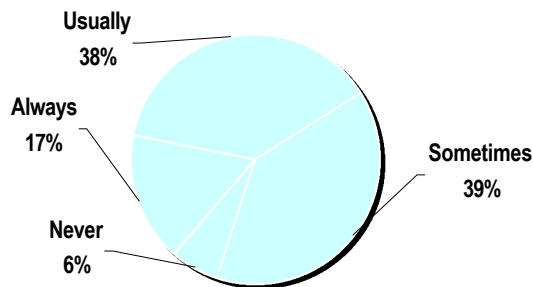
Most (61%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Almost all (89%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Clerical, Sales, Computer, Forklift Operator, or Buyer.

PREVIOUS WORK EXPERIENCE REQUIRED



Some (39%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 12 to 24 months Clerical, Sales Clerk, Purchasing Agent, Stockroom Clerk, or Warehouse Clerk.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Problem solving skills	2.7
Ability to operate a computer	2.5
Able to use a point-of-sale terminal	2.2
Knowledge of maintaining inventory records	2.2
Ability to follow purchasing procedures	1.9
Ability to maintain financial records	1.4
Knowledge of preparing contracts	1.4

Physical

Available for travel	1.1
----------------------	-----

Personal

Ability to interact well with others	3.0
Interpersonal skills	2.6
Ability to work under pressure	2.5
Ability to manage unexpected situations or circumstances	2.3
Willingness to work with close supervision	2.2
Ability to work independently	2.1

Basic

Oral communication skills	2.7
Business math skills	2.6
Technical knowledge of supplies & equipment procured	2.4
Ability to write effectively	2.3

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Supervisory, further education, telephone techniques, computer, communication, common sense, motivation, time management, ability to assess others' needs, and ability to give directions.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Computer software, product knowledge, and customer service.

COMPUTER SKILLS SOUGHT:

Most (60%) seek word processing; **many** (40%) seek spreadsheet, and **many** (40%) seek other (e.g. industry specific software).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Mt. Diablo Vocational Services Training

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$14.38	\$ 7.00
New hires, experienced:	\$ 6.00 - \$16.78	\$ 8.00
Experienced, 3 years with firm:	\$ 7.00 - \$21.58	\$10.00

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Most (76%) employees worked full-time averaging 40 hours a week, and **some** (24%) worked part-time averaging 23 hours a week.

Unionization

A **few** (6%) firms, and a **few** (2%) employees are union.

Gender

Male (52%), Female (48%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	11%
Dental Insurance	83%	17%
Vision Insurance	61%	17%
Life Insurance	67%	11%
Paid Sick Leave	67%	11%
Paid Vacation	78%	11%
Retirement Plan	56%	6%
Child Care	11%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Supervisor
- Manager

Related Dictionary of Occupational Titles (DOT) Code:
209.567-014, 249.362-026

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Medium
Projected new jobs: 320
Openings due to separations: 110
Projected growth between 1995-2002 is much faster than average, 33.3%.

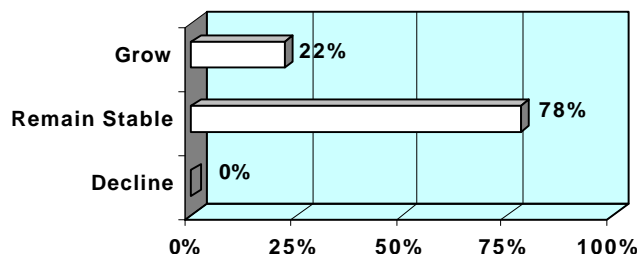
(Average growth between 1995 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4 %)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and **little** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **some** (36%) vacancies filled over the last 12 months were due to employees leaving; **some** (24%) filled were due to promotions; **some** (22%) filled were due to new positions, and a **few** (19%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (78%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (22%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- In-house promotion or transfer
- Newspaper ads

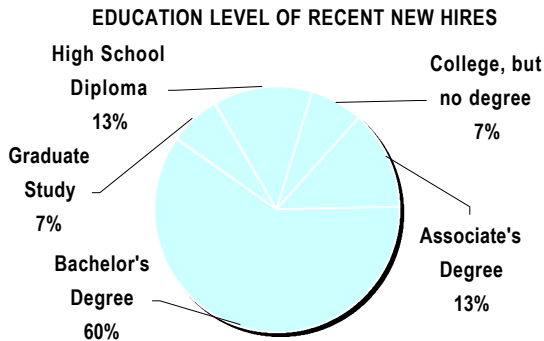
MAJOR EMPLOYING INDUSTRIES (In survey area)

- Radio Telephone Communications
- Medical and Hospital Equipment
- Plumbing and Hydronic Heating Supplies
- Durable Goods, NEC
- Non-durable Goods, NEC
- Paint, Glass, and Wallpaper Stores
- Sporting Goods and Bicycle Shops
- Stationary Stores
- Florists
- Miscellaneous Retail Stores, NEC
- Photocopying and Duplicating Services

PERSONNEL, TRAINING, AND LABOR RELATIONS MANAGERS 15 Employers Represented

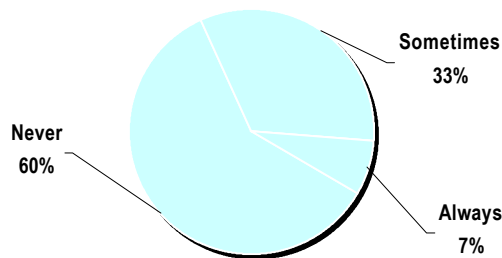
Personnel, Training, and Labor Relations Managers plan, organize, direct, control, or coordinate the personnel, training or labor relations activities of an organization. Their work involves establishing employer-relations policies; directing the selection, training, and evaluation of employees; administering benefits, safety, and recreation programs; developing wage and salary schedules; coordinating bargaining activities; and advising on labor contract administration. **OES Code: 130050**

EDUCATION, TRAINING AND EXPERIENCE



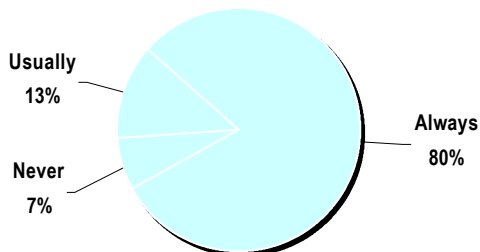
Most (60%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (60%) employers state that training is never accepted as a substitute for experience. **Desired training when acceptable:** 24 to 48 months Human Resources Management Degree, Personnel, or Clerical.

PREVIOUS WORK EXPERIENCE REQUIRED



Almost all (80%) employers report that work experience is always required. **Desired work experience when acceptable:** 24 to 48 months Human Resources, Personnel Management, or Administration.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Leadership skills, ability to motivate others	2.8
Public contact skills	2.7
Ability to manage an activity or department	2.3
Problem solving skills	2.3
Ability to plan and organize the work of others	2.2
Knowledge of personnel classification work	2.1
Knowledge of employee benefit programs	1.2
Performance appraisal skills	1.1
Knowledge of personnel recruiting	1.0
Ability to hire/assign personnel	1.0
Ability to interview others for information	1.0
Office management skills	1.0
Ability to write job specifications	0.9
Knowledge of grievance procedures	0.8
Possess excellent negotiating skills	0.8
Knowledge of labor relations work	0.8
Knowledge of business math	0.7

Personal

Ability to work independently	2.9
Ability to interact well with others	2.9
Ability to work under pressure	2.8

Basic

Oral communication skills	2.3
Ability to write effectively	2.3

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Communication, problem solving, ability to work under pressure, and LAN knowledge.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Internet, people skills, e-mail, Web use, and software upgrades.

COMPUTER SKILLS SOUGHT:

All (100%) seek word processing; **all** (100%) seek spreadsheet; **most** (78%) seek database, and a **few** (11%) seek other (e.g. accounting software).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University, Hayward - Contra Costa Campus
- Chapman University
- Golden Gate University
- John F. Kennedy University
- St. Mary's College
- University of California, Berkeley Extension
- University of Phoenix
- University of San Francisco - College of Professional Studies

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 7.00 - \$16.78	\$14.38
New hires, experienced:	\$ 7.00 - \$35.96	\$19.18
Experienced, 3 years with firm:	\$10.00 - \$38.36	\$26.37

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (89%) employees worked full-time averaging 41 hours a week; a **few** (9%) worked seasonal averaging 40 hours a week, and a **few** (2%) worked temporary/on call averaging 25 hours a week.

Unionization

None reported.

Gender

Male (44%), Female (56%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	100%	7%
Dental Insurance	87%	7%
Vision Insurance	47%	7%
Life Insurance	87%	7%
Paid Sick Leave	87%	7%
Paid Vacation	93%	7%
Retirement Plan	73%	7%
Child Care	7%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Human Resource Director
- Area Manager
- District Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
166.177-018

For more information, see COG #135

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Medium

Projected new jobs: 270

Openings due to separations: 110

Projected growth between 1995-2002 is faster than average, 26.2%.

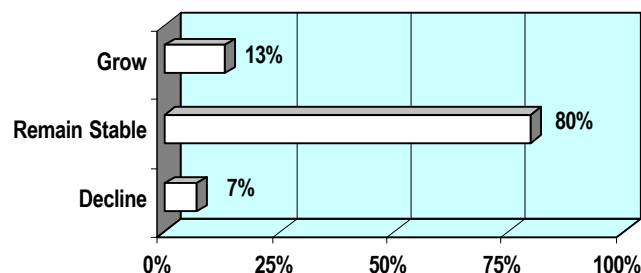
(Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced applicants and **some** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **many** (50%) vacancies filled over the last 12 months were due to employees leaving; **some** (25%) filled were due to temporary/on call; a **few** (20%) filled were due to new position, and a **few** (5%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 3 years, and a **few** (13%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- In-house promotion or transfer
- Newspaper ads
- Employees' referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

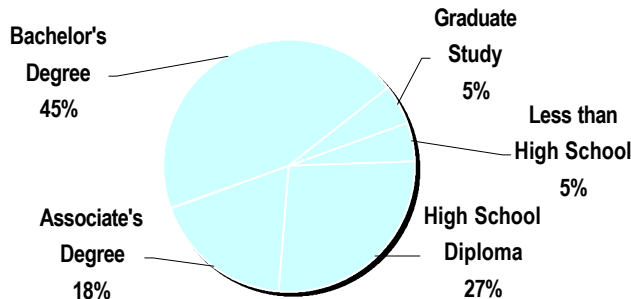
- Special Trade Contractors, NEC
- Industrial Organic Chemicals, NEC
- Local Trucking with Storage
- Electric Services
- Department Stores
- Hotels and Motels
- Employment Agencies
- Individual and Family Services
- Social Services, NEC
- Business Consulting, NEC
- Local Government

PERSONNEL, TRAINING, AND LABOR RELATIONS SPECIALISTS 22 Employers Represented

Personnel, Training, and Labor Relations Specialists conduct programs of recruitment, selection, placement, training, promotion, welfare, safety, compensation, or separation of employees. They may specialize in specific areas such as labor-management relations, counseling, job analysis, position classification, training, or compensation. Does not include workers primarily involved in personnel research and in the administration of testing and counseling programs for which a background in psychology is required. Also does not include employment interviewers in private or public agencies. **OES Code: 215110**

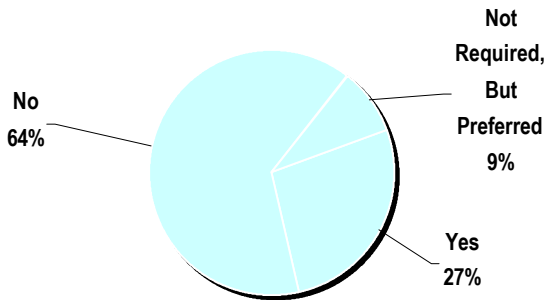
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



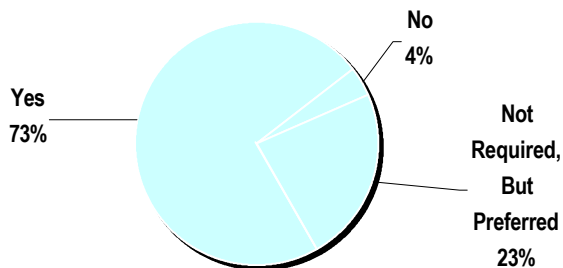
Many (45%) employers report that when hiring, the minimum education required is a Bachelor's degree.

TRAINING REQUIRED



Some (27%) employers report that training is required prior to employment. **Some** (24%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 21 months Computer, Clerical, Human Resources Management/Administration, or Human Resources Degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (73%) employers report that work experience is required. **Some** (37%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 15 months Human Resources, Recruiting, Management, Labor Relations, or Payroll.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Understanding of labor relations practices and labor laws	2.4
Knowledge of personnel classification procedures	1.9
Understanding of employee benefit programs	1.9

Physical

Ability to pass a pre-employment medical exam	2.1
Ability to lift at least 10 pounds	2.0

Personal

Trained in diversity	2.6
Tactfulness	2.4
Ability to plan and organize the work of others	2.4

Basic

Ability to work as part of a team	2.9
Good command of the English language	2.9
Ability to write effectively	2.8

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Knowledge of all aspects of human resources management, leadership, compensation analysis, technical knowledge, supervisory, customer service, success at filling positions, experience, training, negotiation, computer, college education, ability to work independently, coordinating activities, interpersonal, presentation, organizational, and ability to guide employees.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Recruiting, excellent oral and written, ability to work in teams, good communication, facilitation, and people skills.

COMPUTER SKILLS SOUGHT:

All (100%) employers seek word processing; **many** (50%) employers seek database; **almost all** (86%) employers seek spreadsheet, a **few** (5%) employers seek desktop publishing, and a **few** (9%) employers seek other (e.g. Vista, Lotus Organizer, SAP, and HTE). Employers report the following software applications are used: Word, WordPerfect, Excel, and Access.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- California State University Hayward
- Chapman University Academic Center
- Contra Costa College
- Diablo Valley College
- Frederick W. Taylor University
- Golden Gate University
- Los Medanos College
- University of California, Berkeley
- University of San Francisco College of Professional Studies

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$11.33 - \$25.89	\$15.34
New hires, experienced:	\$11.99 - \$31.16	\$19.09
Experienced, 3 years with firm:	\$12.90 - \$35.96	\$22.03

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (96%) employees worked full-time averaging 40 hours a week, and a **few** (4%) worked part-time averaging 29 hours a week.

Unionization

A **few** (14%) firms, and a **few** (4%) employees are union. Employers report affiliations with the following unions: Local 1179, PACE, and Local 21 REMA.

Gender

Male (40%), Female (60%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	50%	0%
Dental Insurance	45%	0%
Vision Insurance	45%	0%
Life Insurance	73%	0%
Paid Sick Leave	95%	9%
Paid Vacation	95%	9%
Retirement Plan	59%	5%
Child Care	9%	0%
Other	14%	0%
(Long Term Disability)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Most (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Advisor
- Coordinator
- Personnel Assistant
- Analyst II, III
- Senior Personnel Analyst
- Senior Staff Consultant
- Human Resources Manager
- Director of Human Resources
- Personnel, Staffing, Store, District, or Regional Manager
- Regional Trainer
- Operations
- Labor Relations Representative
- Vice President

Related **Dictionary of Occupational Titles (DOT) Code:**

099.167-010, 166.167-010, 169.107-010, 169.167-062, 169.207-010
For more information, see COG #135

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

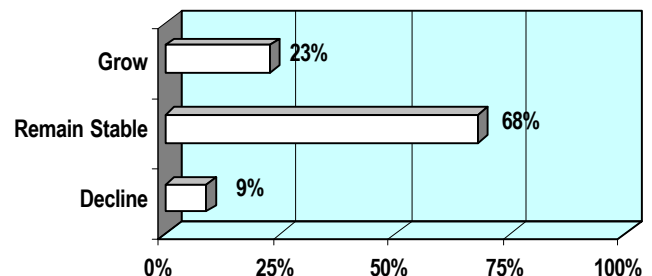
Occupation size: Medium
Projected new jobs: 190
Openings due to separations: 110
Projected growth between 1995-2002 is faster than average, 25.0%.
(Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and qualified applicants, and it is **very difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (45%) vacancies filled over the last 12 months were due to employees leaving; **some** (36%) filled were due to promotions, and a **few** (19%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (68%) employers responding expect this occupation's employment to remain stable over the next 2 years; **some** (23%) expect it to grow, and a **few** (9%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- In-house promotion or transfer
- Internet

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Petroleum, Crude and Natural Gas Production
- Petroleum Refining
- Gas and Other Combined Services
- Department Stores
- Banks, National Commercial
- Software Development, Prepackaged
- Computer Related Services, N.E.C.
- Hospitals, Psychiatric
- Schools and Educational Services, N.E.C.
- Labor Unions and Labor Organizations
- Management Services
- Local Government
- Administration of Urban Planning and Community and Rural Development

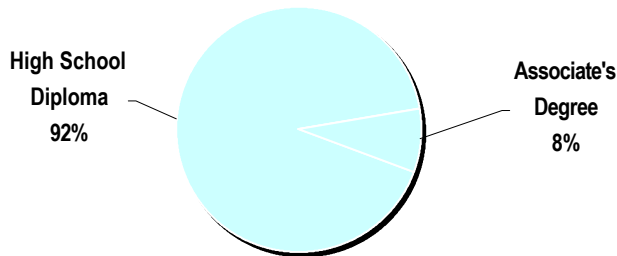
PHYSICAL THERAPY AIDES

12 Employers Represented

Physical Therapy Aides prepare patients and treatment area for physical therapy treatments and assist Physical Therapists with treatments such as gait training, hydrotherapy, and exercise programs. They transport patients to and from treatment area and assemble and maintain equipment and supplies. They may perform routine clerical and related tasks. They work under continuous on-site supervision of a licensed/registered Physical Therapist. **OES Code: 660172**

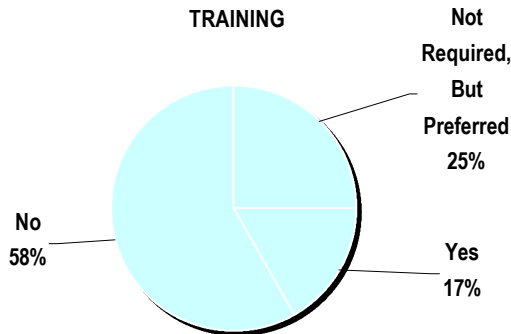
EMPLOYER REQUIREMENTS

EDUCATION



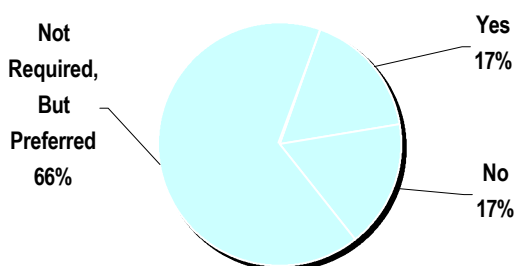
Almost all (92%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING



A **Few** (17%) employers report that training is required prior to employment. **Almost all** (90%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 19 months Massage Therapy, or Athletic Training.

EXPERIENCE



A **Few** (17%) employers report that work experience is required. **Almost all** (89%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 9 months Nursing Assistant, or Certified Athletic Trainer.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of available positions	42%
Lack of motivation	17%
Lack of training	8%
Lack of upgraded skills	8%

Training resources used to upgrade skills:

Community College	42%
On-the-Job Training	25%
Workshops	17%
Adult Education	0%
Other	8%

Apprenticeship training program availability:

No	75%
Yes	25%

Type of employee found through a staffing service:

None of the Above	92%
Temporary	8%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Time management, communication, and industry knowledge.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Electrical stimulation.

COMPUTER SKILLS SOUGHT: (6 of 12 firms responding)

Word Processing	83%
Spreadsheet	33%
Database	33%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$8.00 - \$14.07	\$10.75
New hires, experienced:	\$8.00 - \$15.12	\$11.50
Experienced, 3 years with firm:	\$8.00 - \$16.18	\$12.00

Union	Range	Median
New hires, no experience:	\$8.00 - \$15.89	\$11.95
New hires, experienced:	\$8.00 - \$16.68	\$14.60
Experienced, 3 years with firm:	\$9.50 - \$19.31	\$16.04

Hours Worked

	% of Employees	Weekly Hours
Full-Time	61%	40
Part-Time	19%	20
Temporary/On-Call	19%	21

Unionization

Union firms	3 of 12	25%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	42	8	58	17	0	0
Dental	33	8	50	8	0	0
Vision	33	8	42	0	0	0
Life	42	8	42	8	0	0
Sick	83	17	17	8	0	0
Vacation	83	8	17	8	0	0
Retirement	42	8	25	8	8	8
Child Care	0	0	8	0	0	0

PROMOTIONAL OPPORTUNITIES

Some (25%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Physical Therapist
- Occupational Therapist
- Physical Therapist Assistant

Related **Dictionary of Occupational Titles (DOT) Code:**

076.121-014, 076.224-010, 355.354-010

For more information, see COG #117, 143, 145, 547

EMPLOYMENT TRENDS

Occupation size: Insufficient data
 Projected new jobs: Insufficient data
 Openings due to separations: Insufficient data
 Gender: 21% Male 79% Female
 Projected growth between 1997 2004: Insufficient data
 (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced: **Not difficult**. Supply of qualified applicants is considerably greater than demand.

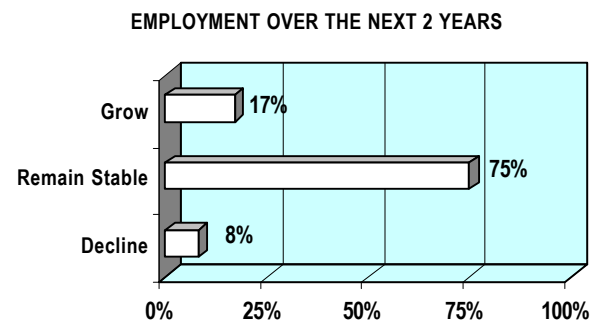
Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

Annual Turnover

Employers responding to the survey report a (27%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 63%
 New Positions 8%
 Temporary 29%



PRIMARY RECRUITMENT METHODS

- Walk-in applicants
- Employee referrals
- Newspaper ads

WHERE THE JOBS ARE

- Doctors of Medicine, Offices & Clinics
- Health Practitioners, Offices & Clinics, N.E.C.
- Hospitals, General Medical & Surgical
- Nursing Care Facilities, Skilled

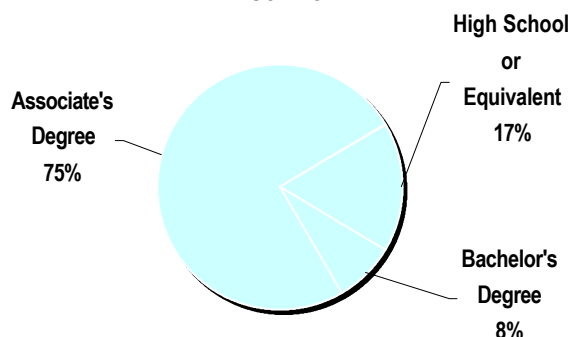
PHYSICAL THERAPY ASSISTANTS

12 Employers Represented

Physical Therapy Assistants administer and assist with physical therapy treatments as planned and directed by a Physical Therapist. They administer treatments such as exercise, gait training, massage, whirlpool, and hot packs. They instruct, motivate, and assist patients with learning and improving functional activities. They may record patient treatments and maintain patient records. **OES Code: 660171**

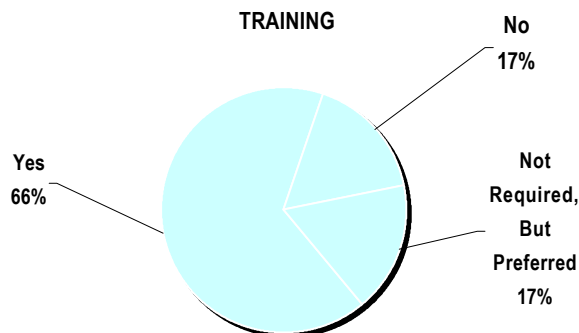
EMPLOYER REQUIREMENTS

EDUCATION



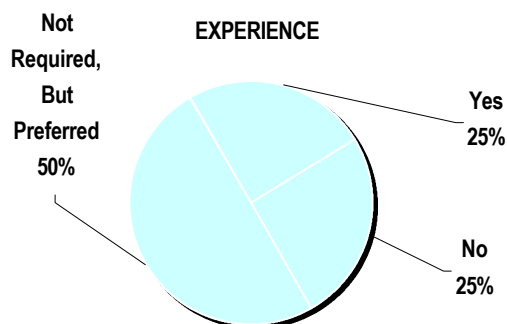
Most (75%) employers report that recent new hires have completed their Associate of Arts Degree.

TRAINING



Most (66%) employers report that training is required prior to employment. **Many** (56%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 16 months ROP Program or Athletic Training, or two year Physical Therapy Assistant Program.

EXPERIENCE



Some (25%) employers report that work experience is required. **Some** (38%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 20 months Customer Service in health areas, Acupressure, or Massage Therapy.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of available positions	42%
Lack of training	33%
Lack of upgraded skills	17%
Lack of motivation	8%

Training resources used to upgrade skills:

Other	42%
On-the-Job Training	25%
Workshops	8%
Adult Education	8%
Community College	8%
Apprenticeship	8%

Apprenticeship training program availability:

No	67%
Yes	25%

Type of employee found through a staffing service:

None of the Above	58%
Temporary	33%
Temporary-to-Permanent	8%
Seasonal	8%
Project	0%
All of the Above	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Higher education, organization, industry knowledge, communication, time management, and occupational or physical therapy license.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Specific clinical training, valid CPR, and continuing education.

COMPUTER SKILLS SOUGHT: (5 of 12 firms responding)

Word Processing	100%
Spreadsheet	20%
Database	40%
Desktop Publishing	20%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union/Union	Range	Median
New hires, no experience:	\$ 6.50 - \$18.97	\$15.60
New hires, experienced:	\$14.38 - \$22.00	\$20.00
Experienced, 3 years with firm:	\$16.00 - \$25.00	\$20.50

Hours Worked

	% of Employees	Weekly Hours
Full-Time	39%	40
Part-Time	24%	21
Temporary/On-Call	37%	19

Unionization

Union firms	2 of 12	17%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	33	8	42	33	0	0
Dental	33	8	42	33	0	0
Vision	33	8	25	25	0	0
Life	33	17	33	25	0	0
Sick	50	25	25	8	0	0
Vacation	50	25	25	8	0	0
Retirement	42	17	33	25	0	0
Child Care	0	0	8	8	0	0
Other	8	8	0	0	0	0
(Additional life insurance)						

PROMOTIONAL OPPORTUNITIES

Most (58%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Senior Aide
- Physical or Occupational Therapist
- Director
- Out-Patient Supervisor
- Clinic Manager

Related **Dictionary of Occupational Titles (DOT) Code:**

076.121-014, 076.224-010, 355.354-010

For more information, see COG #117, 143, 145, 547

EMPLOYMENT TRENDS

Occupation size: Insufficient Data
 Projected new jobs: Insufficient Data
 Openings due to separations: Insufficient Data
 Gender: 32% Male 68% Female
 Projected growth between 1997 2004 Insufficient Data
 (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced: **Not difficult**. Supply of qualified applicants is considerably greater than demand.

Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

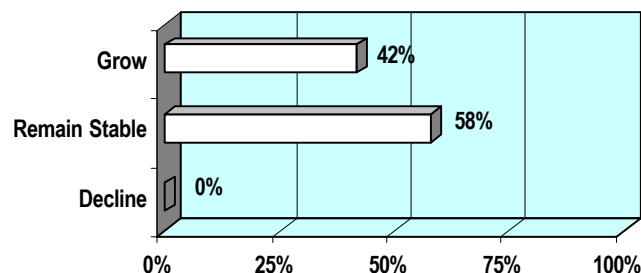
Annual Turnover

Employers responding to the survey report a (22%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 31%
 New Positions 31%
 Promotions 19%
 Temporary 19%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Newspaper ads
- School, program referrals
- Employee referrals

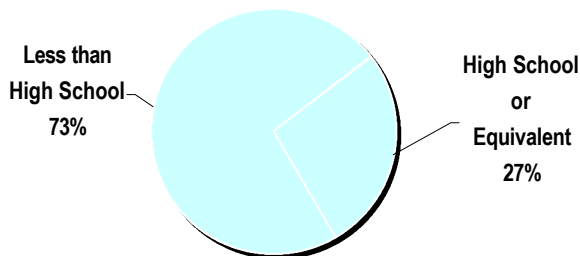
WHERE THE JOBS ARE

- Doctors of Medicine, Offices & Clinics
- Health Practitioners, Offices & Clinics, N.E.C.
- Hospitals, General medical & Surgical
- Nursing Care Facilities, Skilled
- Nursing & Personal Care Facilities, N.E.C.

Pruners prune and treat ornamental and shade trees and shrubs in yards and parks to improve their appearance, health, and value. They cut away dead and excess branches from trees using handsaws, pruning hooks, shears, and clippers. They may use truck-mounted hydraulic lifts and power pruners, and they may scrape decayed matter from cavities in trees and fill holes with cement to promote healing and prevent further deterioration. Does not include workers who also perform the duties of Sprayers and Applicators or Lawn Maintenance Workers. **OES Code: 790330**

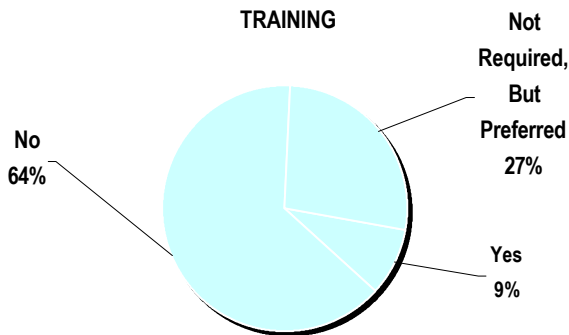
EMPLOYER REQUIREMENTS

EDUCATION



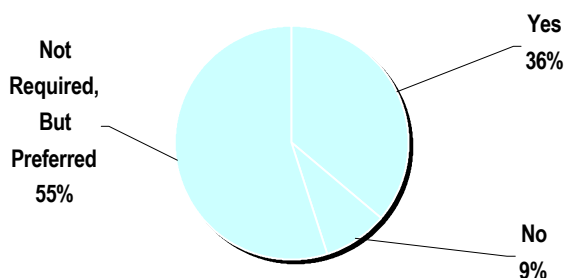
Most (73%) employers report that recent new hires have not completed their High School Diploma or equivalent.

TRAINING



A few (9%) employers report that training is required prior to employment. **Almost all** (80%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 8 months tree climbing, landscape, or saw cutting.

EXPERIENCE



Some (36%) employers report that work experience is required. **Some** (33%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 3 months landscaping.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of upgraded skills	55%
Lack of motivation	27%
Lack of available positions	18%
Lack of training	0%

Training resources used to upgrade skills:

On-the-Job Training	73%
Workshops	27%
Community College	18%
Adult Education	9%
Apprenticeship	9%

Apprenticeship training program availability:

No	100%
Yes	0%

Staffing Service use to find the following employees:

None of the Above	91%
Temporary	9%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Fast learner, communication skills, supervisory skills, horticulture, irrigation, management skills, and organization.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Experience with chain saw, chippers, mowing and general labor.

COMPUTER SKILLS SOUGHT

None reported

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$ 5.75 - \$10.00	\$ 8.00
New hires, experienced:	\$ 5.75 - \$15.00	\$10.00
Experienced, 3 years with firm:	\$ 5.75 - \$20.00	\$13.00

Hours Worked

	% of Employees	Weekly Hours
Full-Time	90%	40
Part-Time	2%	24
Seasonal	8%	32

Unionization

None reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	36	0	36	0	9	9
Dental	9	0	36	0	9	9
Vision	0	0	18	0	0	0
Life	18	0	0	0	9	0
Sick	27	0	0	0	0	0
Vacation	73	9	9	0	0	0
Retirement	18	0	45	0	0	0
Child Care	9	0	0	0	9	0
Other	0	0	0	0	0	0

PROMOTIONAL OPPORTUNITIES

Most (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Foreman
- Supervisor
- Crew Leader
- Area Manager
- Dendrician I, II, III

Related **Dictionary of Occupational Titles (DOT) Code:**
408.181-010, 408.181-018

For more information, see COG #N/A

EMPLOYMENT TRENDS

Occupation size: Small
 Projected new jobs: 10
 Openings due to separations: 30
 Gender: 99% Male 1% Female
 Projected growth between 1997 2004 is slower than average, 8.3%. (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced: **Very difficult.** Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: **Moderately difficult.** Employer demand is somewhat greater than the supply of qualified applicants.

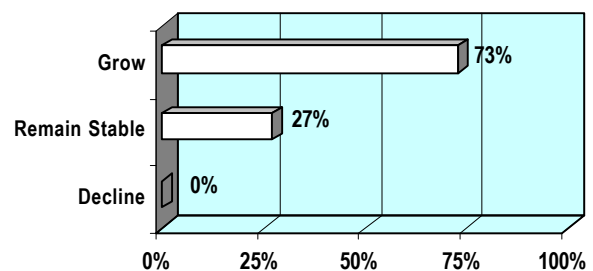
Annual Turnover

Employers responding to the survey report a (34%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 49%
 New Positions 16%
 Promotions 16%
 Temporary 18%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Walk-in applicants
- Newspaper ads
- Employee referral
- In-house promotion or transfer

WHERE THE JOBS ARE

- Fruits, Deciduous Tree
- Landscape Counseling & Planning
- Lawn, Garden & Landscape Services
- Ornamental Shrub & Tree Services

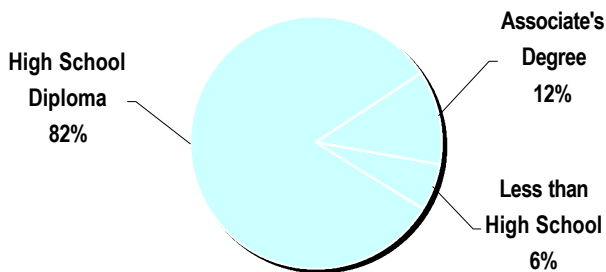
RECEPTIONISTS AND INFORMATION CLERKS

17 Employers Represented

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. **OES Code: 553050**

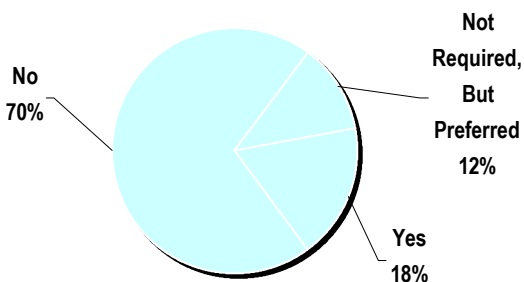
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



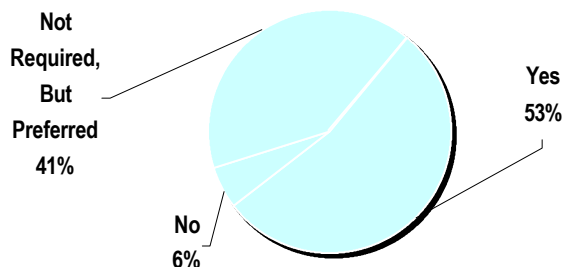
Almost all (82%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



A **few** (18%) employers report that training is required prior to employment. **Some** (31%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 10 months IP Consultant, Clerical, Filing, Answering Phones - Multi-line and Switchboard, Computer, or an Associate's or Bachelor's degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (53%) employers report that work experience is required. **Many** (55%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 6 months Filing, Answering Phones, Customer Service, Sales, Clerical or Administrative.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use word processing software	2.0
Ability to operate office machines	1.8
Ability to operate a multi-line command phone center	1.8
Ability to type at least 45 words per minute	1.2

Personal

Ability to get along well with others	3.0
Pleasant phone mannerism	3.0
Public contact skills	3.0
Ability to work under pressure and meet deadlines	3.0

Basic

Telephone answering skills	3.0
Customer service skills	2.9
Ability to write effectively	1.9

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Good verbal and written skills, software knowledge, computer, accounting, real estate, positive attitude, hardworking, professionalism, education, people skills, organization, follow-through, and communication.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Computer, software knowledge, people skills, problem solving, multi-tasking, communication, patience, working with different people, making appointments, and answering phones.

COMPUTER SKILLS SOUGHT:

Almost all (83%) employers seek word processing; **many** (50%) employers seek database; **many** (42%) employers seek spreadsheet; a **few** (8%) employers seek desktop publishing, and **some** (25%) employers seek other (e.g. Dentrax).

Employers report the following software applications are used: Word, Excel, Access, and Powerpoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Los Medanos College
- Martinez Adult School
- Mt Diablo Adult Education
- Mt Diablo Vocational Services Training
- Pittsburg Adult Education Center
- West Contra Costa Adult Education
- Worldwide Educational Services

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$ 9.00	\$ 8.00
New hires, experienced:	\$ 7.00 - \$12.00	\$10.00
Experienced, 3 years with firm:	\$ 8.00 - \$13.88	\$11.99

OTHER RELEVANT INFORMATION

Hours Worked

Many (52%) employees worked part-time averaging 17 hours a week; **many** (47%) worked full-time averaging 32 - 39 hours a week, and a **few** (2%) worked temporary/on-call averaging 40 hours a week.

Unionization

No (0%) firms, and **no** (0%) employees are union.

Gender

Male (3%), Female (97%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	47%	6%
Dental Insurance	29%	0%
Vision Insurance	24%	0%
Life Insurance	29%	6%
Paid Sick Leave	53%	6%
Paid Vacation	59%	6%
Retirement Plan	29%	0%
Child Care	6%	0%
Other	6%	6%
(Gym Membership, and Prepaid Legal Fees)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Many (59%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Records Clerk
- Accounting Clerk
- Property Manager
- Billing Department
- Administrative Assistant
- Office Assistant
- Supervisor
- Manager

Related **Dictionary of Occupational Titles (DOT) Code:**

203.362-014, 237.267-010, 237.367-010, 237.367-018, 237.367-022

For more information, see COG #21

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

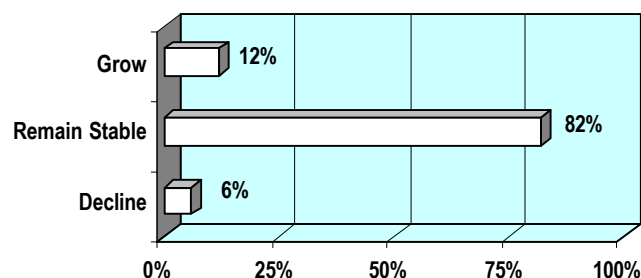
Occupation size: Very Large
 Projected new jobs: 1,080
 Openings due to separations: 590
 Projected growth between 1995-2002 is faster than average, 31.9%.
 (Average growth between 1995 - 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **not difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **most** (76%) vacancies filled over the last 12 months were due to employees leaving; **some** (20%) filled were due to promotions, and a **few** (4%) filled were due to new positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Almost all (82%) employers responding expect this occupation's employment to remain stable over the next 2 years; a **few** (12%) expect it to grow, and a **few** (6%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Newspaper ads
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Insurance Agents, Brokers and Services
- Building Owner Operators, Apartments
- Personal Services, Miscellaneous, N.E.C.
- Help Supply and Employee Leasing Services
- Auto Body, Paint and Upholstery Repair Shops
- Physical Fitness Facilities
- Doctors of Medicine, Offices and clinics
- Dentists, Offices and clinics
- Legal Services
- Accounting, Auditing and Bookkeeping Services

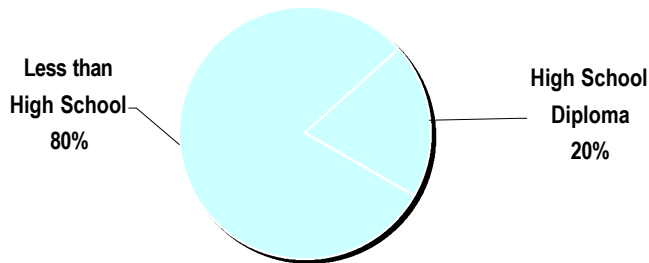
ROOFERS

15 Employers Represented

Roofers perform duties concerned with covering roofs of structures with slate, asphalt, aluminum, wood, and related materials using brushes, knives, punches, hammers, and other tools. They may spray roofs, sidings, and walls with material to bind, seal, insulate, or soundproof sections of structures. **OES Code: 878080**

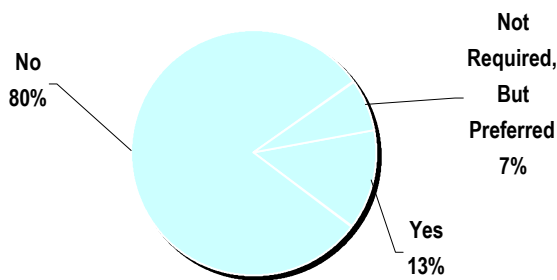
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



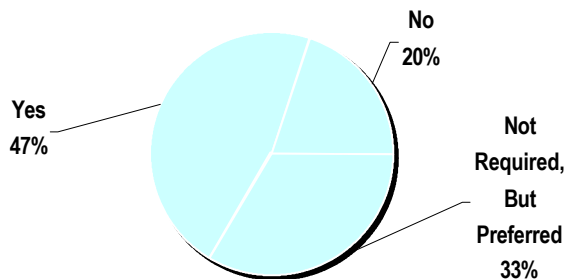
Almost all (80%) employers report that when hiring, the minimum education requirement is less than high school.

TRAINING REQUIRED



A **few** (13%) employers report that training is required prior to employment. **Some** (33%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 20 months Construction, On-the-Job, or Apprentice training.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (47%) employers report that work experience is required. **Many** (56%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 28 months Loading, Carpenter, Roofer, or Journey-person.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of roofing materials 2.5

Physical

Ability to perform strenuous, physically demanding work 2.8

Ability to climb and work in high places 2.8

Ability to lift at least 50 pounds, repeatedly 2.8

Tolerance of various types of fumes 1.8

Personal

Ability to perform routing, repetitive work 2.8

Ability to work independently 2.6

Ability to work as part of a team 2.4

Willingness to work under close supervision 2.3

Basic

Ability to use logical thinking and practice safety precautions 2.9

Ability to read and follow instructions 2.4

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Leadership, efficiency, productivity, reliability, roofing skills, organization, knowledge of the business, dependable, hardworking, attention to detail, experience on the job, reading, and knowledge of the work.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Union training, and possession of a California driver's license.

COMPUTER SKILLS SOUGHT:

None

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Bay Area Apprenticeship Program
- Diablo Valley College
- Los Medanos College
- Pittsburg Adult Education Center
- West Contra Costa Adult Education Center
- Worldwide Educational Services

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$12.00	\$ 8.00
New hires, experienced:	\$ 6.00 - \$19.18	\$11.00
Experienced, 3 years with firm:	\$13.00 - \$24.93	\$18.00

A **few** (13%) employers also pay piece rate to employees working in this occupation.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (81%) employees worked full-time averaging 32 to 42 hours a week; a **few** (17%) worked seasonal averaging 34 hours a week; a **few** (2%) worked part-time averaging 27 hours a week, and a **few** (1%) worked temporary/on-call averaging 30 hours a week.

Unionization

A **few** (13%) firms, and a **few** (6%) employees are union. Employers report affiliations with the following unions: Public Employees Union Local 1, and Roofers Union Number 81.

Gender

Male (98%), Female (2%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	15%	0%
Dental Insurance	0%	0%
Vision Insurance	0%	0%
Life Insurance	15%	0%
Paid Sick Leave	8%	0%
Paid Vacation	0%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Most (67%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Journey-person
- Lead-person
- Dispatcher
- Estimator
- Supervisor
- Operations Manager

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

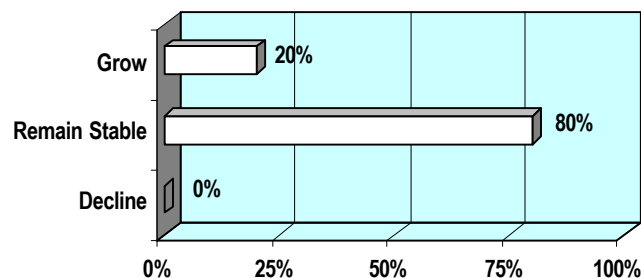
Occupation size: Small
 Projected new jobs: 90
 Openings due to separations: 60
 Projected growth between 1995-2002 is average, 21.4%.
 (Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and qualified applicant, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (58%) vacancies filled over the last 12 months were due to employees leaving; **some** (29%) filled were due to new positions, and a **few** (14%) filled were due to temporary/on-call positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **some** (20%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Walk-in applicants
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Contractors, Roofing, Siding and Sheet Metal Work
- Local Government

Related Dictionary of Occupational Titles (DOT) Code: 866.381-010, 866.381-014, 866.684-010

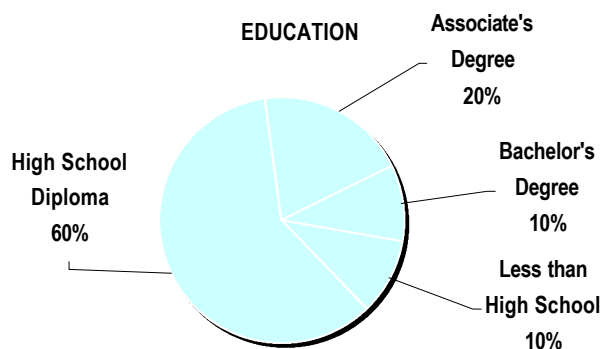
For more information, see COG #N/A

SALES REPRESENTATIVES - EXCEPT SCIENTIFIC AND RELATED

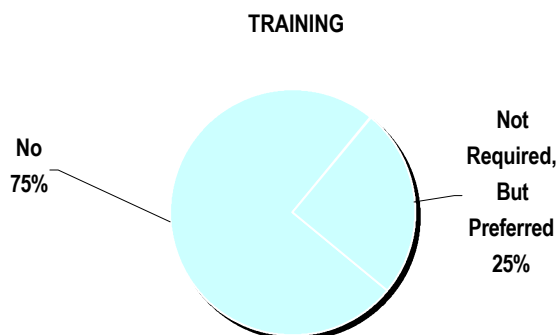
10 Employers Represented

Sales Representatives, (except Scientific and Related Products and Services) sell goods and services for wholesalers or manufacturers to businesses or groups of individuals. This work requires a substantial knowledge of the items sold. Sales representatives solicit orders from established clients or secure new customers. **OES Code: 490080**

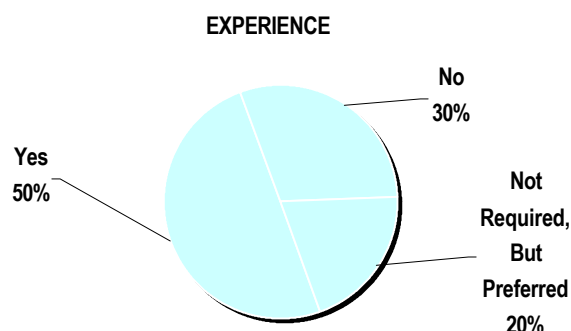
EMPLOYER REQUIREMENTS



Many (60%) employers report that recent new hires have completed their High School Diploma or equivalent.



No (0%) employers report that training is required prior to employment. **Many** (57%) employers report that training is accepted as a substitute for experience. **Type of training required:** None



Most (67%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 14 months mechanical, newspaper, marketing or hotel experience.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,
Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of motivation	50%
Lack of available positions	30%
Lack of training	0%
Lack of upgraded skills	0%

Training resources used to upgrade skills:

On-the-Job Training	70%
Workshops	30%
Community College	10%
Adult Education	0%
Apprenticeship	0%

Apprenticeship training program availability:

No	60%
Yes	20%

Type of employee found through a staffing service:

None of the Above	80%
All of the Above	10%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Consistent production, customer services, management, budgeting, organization, leadership, and aggressive.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

People skills.

COMPUTER SKILLS SOUGHT: (7 of 10 firms responding)

Word Processing	86%
Spreadsheet	57%
Database	57%
Other	43%

RELATED TRAINING PROGRAMS

Please refer to Appendix A

LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$ 9.59 - \$14.38	\$11.51
New hires, experienced:	\$13.81 - \$15.00	\$14.38
Experienced, 3 years with firm:	\$11.51 - \$19.18	\$16.89

Hours Worked

	% of Employees	Weekly Hours
Full-Time	96%	41
Temporary/On-Call	2%	30
Seasonal	2%	24

Unionization

None reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	40	0	40	0	20	0
Dental	20	0	50	0	20	0
Vision	10	0	40	0	20	0
Life	20	0	20	0	20	0
Sick	80	0	10	0	10	0
Vacation	90	0	0	0	10	0
Retirement	20	0	50	0	10	0
Child Care	0	0	0	0	20	0
Other	0	0	20	0	0	0
(Credit Union, cell phone, discounts: theme park, rooms)						

PROMOTIONAL OPPORTUNITIES

Almost all (90%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Brand Manager
- Director of Sales/Director of Catering
- President
- Sales Manager/Area Sales Manager
- Field Counsel
- National Account Representative

Related **Dictionary of Occupational Titles (DOT) Code:**
279.150-010

For more information, see COG #542

EMPLOYMENT TRENDS

Occupation size: Large
 Projected new jobs: 140
 Openings due to separations: 210
 Gender: 66% Male 34% Female
 Projected growth between 1997 2004 is slower than average, 11.9%. (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced: **Not difficult**. Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

Inexperienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

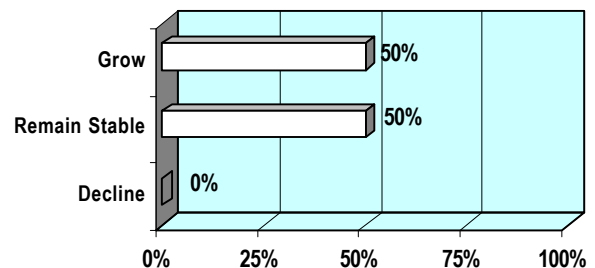
Annual Turnover

Employers responding to the survey report a (37%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 45%
 New Positions 34%
 Promotions 14%
 Temporary 7%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Employee referrals
- Newspaper ads
- In-house promotion or transfer

WHERE THE JOBS ARE

- Auto and Home Supply Stores
- Carpet & Upholstery Cleaning
- Contractors, Floor Laying & Floor Work, N.E.C.
- Contractors, Plumbing, Heating, & Air Conditioning
- Groceries, General Line, Wholesale
- Lumber, Plywood, Millwork & Wood Panels, Wholesale
- Services Establishment Equipment & Supplies, Wholesale

SECRETARIES, EXCEPT LEGAL AND MEDICAL

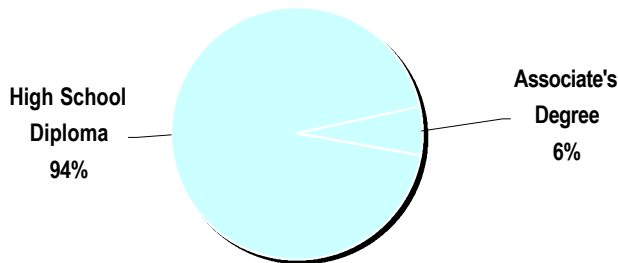
16 Employers Represented

Secretaries, except Legal and Medical, relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Does not include Medical and Legal Secretaries.

OES Code: 551080

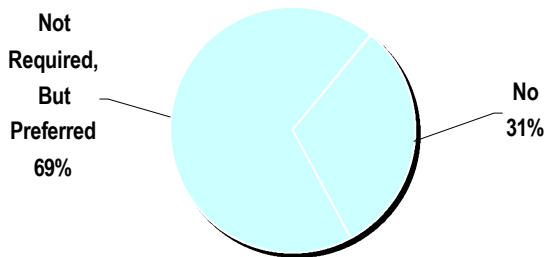
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



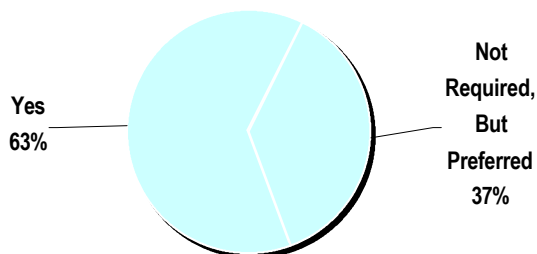
Almost all (94%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



No (0%) employers report that training is required prior to employment. **Most** (75%) employers report that training is accepted as a substitute for experience. **Type of training accepted as a substitute for experience:** An average of 9 months Technical Software, Microsoft Office, Secretarial, any Office training, Accounting, or Clerical.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (63%) employers report that work experience is required. **Most** (73%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 14 months Customer Service, Clerical, Administrative, Receptionist, Office Assistant, File Clerk, Accounting, or any Office work.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to type at least 45 words per minute	2.9
Knowledge of office procedures	2.8
Knowledge of computers and software for spreadsheets, database & word processing	2.8
Knowledge of equipment and machines	2.6

Personal

Ability to get along well with others	3.0
Ability to be punctual and dependable	3.0

Basic

Telephone answering skills	2.8
Command of the English language, read and write correctly	2.8
Ability to compose business letters	2.4

SKILLS NEEDED FOR CAREER ADVANCEMENT:

College degree, analytical, business understanding, computer, dealing with the public, reading, on-going education, customer service, organization, managerial, literacy, accounting, recruiting, project management, detail oriented, independent worker, accuracy, knowledge of public agencies, payroll, and supervisory.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Customer service, event planning, phone, e-mail, Internet, project management, organizational, computer, and people skills.

COMPUTER SKILLS SOUGHT:

All (100%) employers seek word processing; **many** (47%) employers seek database; **almost all** (87%) employers seek spreadsheet; **some** (33%) employers seek desktop publishing, and **some** (20%) employers seek other (e.g. Accounting Software) Employers report the following software applications are used: Word, Excel, Access, Publisher, and PowerPoint.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- ACTech Institute
- Contra Costa College
- Contra Costa County Regional Occupational Program
- Diablo Valley College
- Heald Business College
- Los Medanos College
- Martinez Adult School
- Mt Diablo Vocational Services Training
- Pittsburg Adult Education Center
- West Contra Costa Adult Education
- Worldwide Educational Services

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$10.00	\$10.00
New hires, experienced:	\$ 9.00 - \$15.00	\$12.00
Experienced, 3 years with firm:	\$10.50 - \$16.34	\$15.00

<i>Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$12.00 - \$18.05	\$15.30
Experienced, 3 years with firm:	\$16.11 - \$21.00	\$16.96

OTHER RELEVANT INFORMATION

Hours Worked

Most (71%) employees worked full-time averaging 40 hours a week; a **few** (19%) worked temporary/on-call averaging 20 hours a week, and a **few** (10%) worked part-time averaging 21 hours a week.

Unionization

Some (31%) firms, and **many** (47%) employees are union. Employers report affiliations with the following unions: Health Care Workers Union Local 250, Public Employees Union Local 1, Supervisor s Association, and California School Employees Association.

Gender

Male (16%), Female (84%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	38%	0%
Dental Insurance	44%	0%
Vision Insurance	31%	0%
Life Insurance	44%	0%
Paid Sick Leave	75%	6%
Paid Vacation	75%	13%
Retirement Plan	31%	6%
Child Care	6%	0%
Other	13%	0%
(Tuition Assistance, and Employee Assistance Program)		
percentage of employers offering employer-paid benefits		

PROMOTIONAL OPPORTUNITIES

Most (75%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Executive Assistant or Senior Administrative Secretary
- Production/Project Associate
- Administrative Clerk, Assistant, or Manager
- Supervisor
- Department Head
- Recruiter Assistant
- Project Manager
- Office Manager
- Office Specialist

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

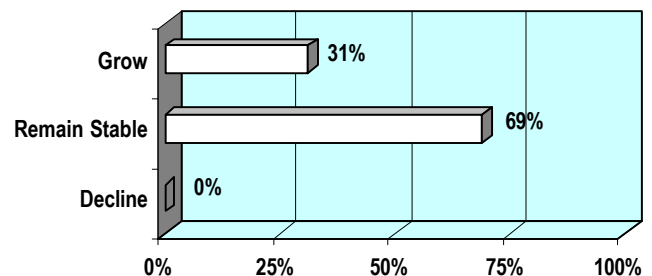
Occupation size: Very Large
 Projected new jobs: 1,550
 Openings due to separations: 840
 Projected growth between 1995-2002 is faster than average, 24.7%.
 (Average growth between 1995 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **not difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **some** (37%) vacancies filled over the last 12 months were due to new positions; **some** (35%) filled were due to employees leaving; a **few** (14%) filled were due to temporary/on-call positions, and a **few** (14%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Most (69%) employers responding expect this occupation s employment to remain stable over the next 2 years, and **some** (31%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employee referrals
- Newspaper ads
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Contractors, Electrical Work
- Banks, National Commercial
- Securities Brokers and Investment Bankers
- Help Supply and Employee Leasing Services
- Hospitals, General Medical and Surgical
- Schools, Elementary and Secondary
- Residential Care
- Local Government
- Land , Mineral, Wildlife and Forest Conservation
- Administration of Urban Planning and Community and Rural Development

Related Dictionary of Occupational Titles (DOT) Code:

201.162-010, 201.362-018, 201.362-022, 201.362-026, 201.362-030
 For more information, see COG #128

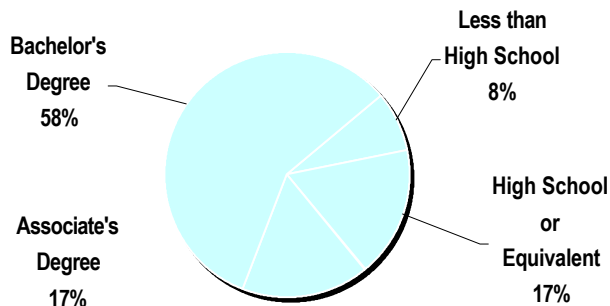
SOFTWARE ENGINEERS

12 Employers Represented

Software Engineers research, design, and develop computer software systems, in conjunction with hardware product development, applying principles and techniques of computer science, engineering, and mathematical analysis. They consult with hardware engineers and other engineering staff to evaluate interface between hardware and software, and operational and performance requirements of overall system. They formulate and design software systems to predict and measure outcome and consequences of design. They develop and direct software system testing procedures, programming, and documentation. **OES Code: 030062999**

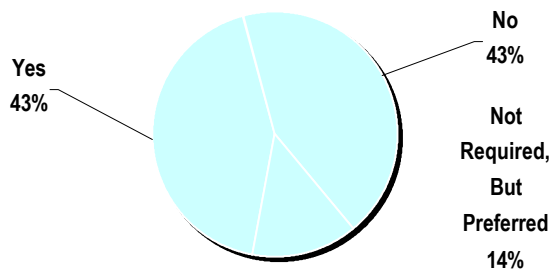
EMPLOYER REQUIREMENTS

EDUCATION



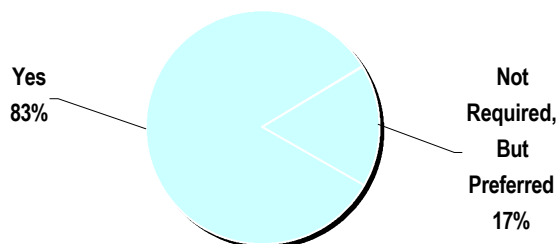
Many (58%) employers report that recent new hires have completed their Bachelor's Degree.

TRAINING



Many (43%) employers report that training is required prior to employment. **Some** (25%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 24 months mechanical or electrical engineering, computer science, or programming course.

EXPERIENCE



Almost all (83%) employers report that work experience is required. **Many** (40%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 25 months related software, manufacturing, health care, or accounting.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of training	40%
Lack of upgraded skills	30%
Lack of available positions	30%
Lack of motivation	0%

Training resources used to upgrade skills:

On-the-Job Training	70%
Workshops	50%
Adult Education	30%
Other	20%
Community College	10%
Apprenticeship	0%

Apprenticeship training program availability:

No	80%
Yes	20%

Type of employee found through a staffing service:

None of the Above	50%
Temporary-to-Permanent	40%
Temporary	30%
Project	30%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Computer software, management skills, leadership, current industry knowledge, budget and people skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Learn and apply company policy, database management, IDMS, DB2, and Oracle.

COMPUTER SKILLS SOUGHT: (12 of 12 firms responding)

Word Processing	50%
Spreadsheet	58%
Database	50%
Desktop Publishing	17%
Other	67%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	Insufficient Data	Insufficient data
New hires, experienced:	\$14.38 - \$30.00	\$23.19
Experienced, 3 years with firm:	\$19.37 - \$43.15	\$28.45

Hours Worked

	% of Employees	Weekly Hours
Full-Time	90%	41
Part-Time	2%	19
Temporary/On-Call	8%	40

Unionization

None Reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	17	0	75	0	8	0
Dental	25	0	58	0	8	0
Vision	25	0	42	0	0	0
Life	33	0	42	0	17	0
Sick	75	8	8	0	0	0
Vacation	75	8	8	0	0	0
Retirement	0	8	58	0	33	8
Child Care	0	0	0	0	33	17
Other	8	0	33	8	17	0
(E-stock, 401K, healthclub)						

PROMOTIONAL OPPORTUNITIES

Almost all (83%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Director
- Information Systems Project manager
- Manager/Vice President
- Senior/Principle Consultant
- Software Development Senior E-Level
- Software System Engineer III

Related Dictionary of Occupational Titles (DOT) Code:
030.062-010

For more information, see COG #N/A

EMPLOYMENT TRENDS

Occupation size: Insufficient Data
 Projected new jobs: Insufficient Data
 Openings due to separations: Insufficient Data
 Gender: 62% Male 38% Female
 Projected growth between 1997 2004 Insufficient Data
 (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced: **Very difficult.** Employer demand is considerably greater than supply of qualified applicants.

Inexperienced: **Moderately difficult.** Employer demand is somewhat greater than the supply of qualified applicants.

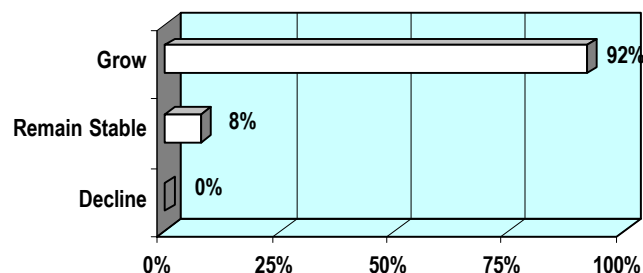
Annual Turnover

Employers responding to the survey report a (20%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 17%
 New Positions 47%
 Promotions 11%
 Temporary 25%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Internet
- Employee referrals
- Colleges/Universities
- Private Employment Agencies

WHERE THE JOBS ARE

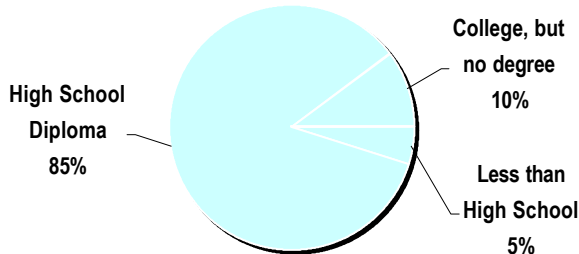
- Computer & Computer Software Stores
- Computer & Data Processing Services
- Computer Related Services, N.E.C.
- Hospitals, General Medical & Surgical
- Radio & TV Broadcasting & Communications Equipment
- Search, Detection, Navigation, Guidance, Aeronautical & Nautical Systems & Instruments
- Software Development, Custom

Sales Floor Stock Clerks receive, store, and issue merchandise on the sales floor, stock shelves, racks, cases, bins, and tables with merchandise, arrange displays of items to attract customers, and may periodically take physical count of stock or check and mark merchandise.

OES Code: 490210

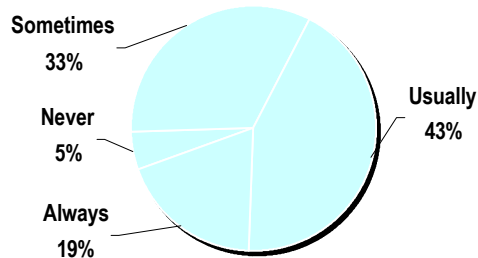
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



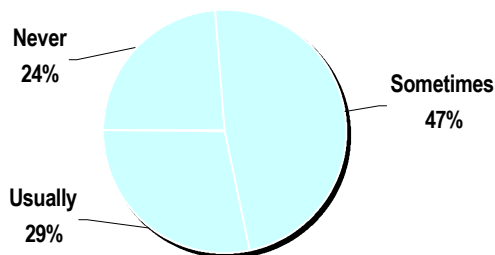
Almost all (85%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (43%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 1 to 3 months Shipping and Receiving, Warehouse Work, Sales Clerk, Stock Clerk, Inventory, or Warehouse.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (47%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 3 to 6 months Warehouse Worker, Cashier, Receiving Clerk, Sales Clerk, or Stock Clerk.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Record keeping skills	2.5
Ability to stock shelves	2.0
Understanding of inventory techniques	1.7
Ability to use a computer	1.4
Ability to operate a forklift	0.9

Personal

Customer service skills	3.0
Ability to work independently	2.6
Willingness to work with close supervision	2.1

Basic

Ability to follow oral instructions	3.0
Ability to write legibly	3.0
Basic math skills	2.1
Cash handling skills	1.4

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Ability to manage and motivate people, leadership, people skills, knowledge of product, supervisory skills, communication skills, initiative, and honesty.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Locksmithing, electronics, initiative, dexterity, reading, writing, and arithmetic.

COMPUTER SKILLS SOUGHT:

A **few** (5%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Mt. Diablo Vocational Services Training
- Worldwide Educational Services, Inc.

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 5.75 - \$11.50	\$ 6.00
New hires, experienced:	\$ 5.75 - \$11.50	\$ 6.50
Experienced, 3 years with firm:	\$ 6.25 - \$17.00	\$ 8.00

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Many (53%) employees worked part-time averaging 20 hours a week; **many** (40%) worked full-time averaging 40 hours a week; a **few** (5%) worked seasonal averaging 21 hours a week, and a **few** (2%) worked temporary/on call averaging 17 hours a week.

Unionization

A **few** (5%) firms, and a **few** (10%) employees are union.

Gender

Male (46%), Female (54%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	88%	19%
Dental Insurance	88%	13%
Vision Insurance	75%	19%
Life Insurance	69%	6%
Paid Sick Leave	69%	25%
Paid Vacation	81%	25%
Retirement Plan	69%	19%
Child Care	6%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Cashier
- Supervisor
- Assistant Manager
- Manager

Related Dictionary of Occupational Titles (DOT) Code:
299.367-014

For more information, see COG #74

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

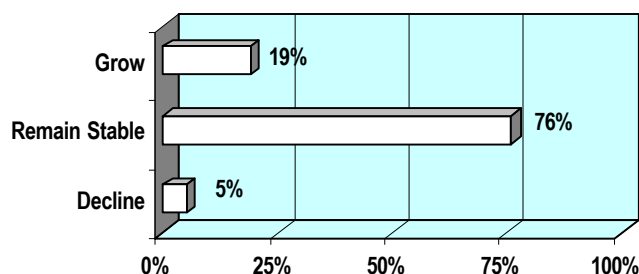
Occupation size: Very Large
 Projected new jobs: 620
 Openings due to separations: 370
 Projected growth between 1995-2002 is slower than average, 9.8%.
 (Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **many** (42%) vacancies filled over the last 12 months were due to employees leaving; **some** (28%) filled were due to temporary/on call; a **few** (16%) filled were due to new positions, and a **few** (13%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (76%) employers responding expect this occupation's employment to remain stable over the next 3 years; a **few** (19%) expect it to grow, and a **few** (5%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Hire unsolicited applicants
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Electrical Apparatus and Equipment
- Lumber and Other Building Materials
- Hardware Stores
- Department Stores
- Grocery Stores
- Women's Clothing Stores
- Family Clothing Stores
- Furniture Stores
- Drug Stores and Proprietary Stores
- Sporting Goods and Bicycle Shops
- Stationary Stores
- Hobby, Toy, and Game Shops
- Miscellaneous Retail Stores, NEC

STOCK CLERKS STOCKROOM, WAREHOUSE, STORAGE YARD

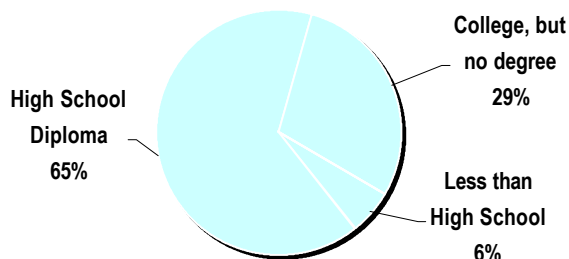
17 Employers Represented

Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. Does not include Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking.

OES Code: 580230

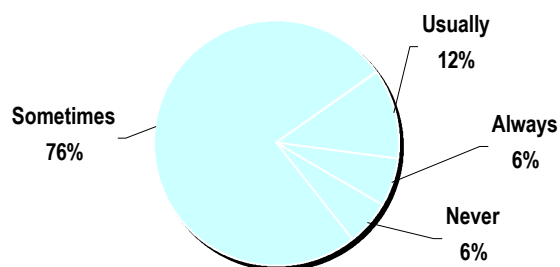
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



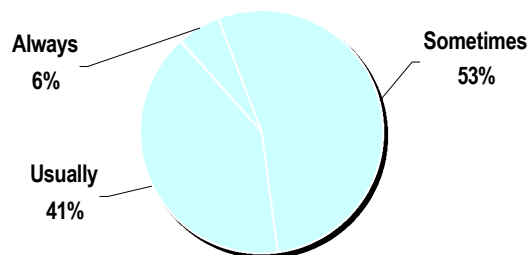
Most (65%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most (76%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 3 to 6 months Warehouse, Stock, Inventory, Shipping and Receiving, Cashier, or a Valid Driver's License.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (53%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 12 months Warehouseman, Stock or Inventory Clerk, Counterperson, Shipping and Receiving Clerk, or Cashier.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Understanding of inventory techniques	2.5
Ability to operate a forklift	2.4
Record keeping skills	2.4
Ability to use computerized reference manuals	2.3
Ability to stock shelves	1.9
Labeling skills	1.8

Personal

Ability to follow oral instructions	3.0
Oral communications skills	3.0
Willingness to work with close supervision	2.9
Ability to work independently	2.0
Public contact skills	1.9
Possession of a valid Class B driver's license	0.1

Basic

Ability to read and follow instructions	3.0
Ability to write legibly	2.6
Basic math skills	2.5
Ability to accurately record and report	2.5
Ability to make decisions	2.4

ADDITIONAL QUALIFICATIONS REQUIRED:

Good attitude, ability to make decisions, people skills, oral communication, product knowledge, advanced computer skills, management, and sales.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Organizational skills, and computer literacy.

COMPUTER SKILLS SOUGHT:

Many (40%) seek word processing, and **many** (40%) seek other (e.g. Auto Parts software).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Mt. Diablo Vocational Services Training
- Worldwide Educational Services

Contra Costa County, 1998

182 Jobs Represented

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 6.00 - \$12.00	\$ 8.00
New hires, experienced:	\$ 6.00 - \$20.00	\$ 9.50
Experienced, 3 years with firm:	\$ 8.00 - \$20.00	\$11.00

Union

	Range	Median
New hires, no experience:	\$12.00 - \$16.78	\$12.46
New hires, experienced:	\$12.00 - \$19.18	\$12.46
Experienced, 3 years with firm:	\$12.90 - \$21.58	\$15.00

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Most (60%) employees worked full-time averaging 40 hours a week; **some** (38%) worked part-time averaging 26 hours a week, and a **few** (2%) worked seasonal averaging 24 hours a week.

Unionization

Some (29%) firms, and **many** (40%) employees are union.

Gender

Male (64%), Female (36%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	100%	12%
Dental Insurance	94%	12%
Vision Insurance	71%	12%
Life Insurance	65%	12%
Paid Sick Leave	53%	18%
Paid Vacation	82%	18%
Retirement Plan	53%	18%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Sales
- Technician
- Team Leader
- Supervisor
- Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
222.387-058, 299.367-014

For more information, see COG #74

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Very Large

Projected new jobs: 770

Openings due to separations: 300

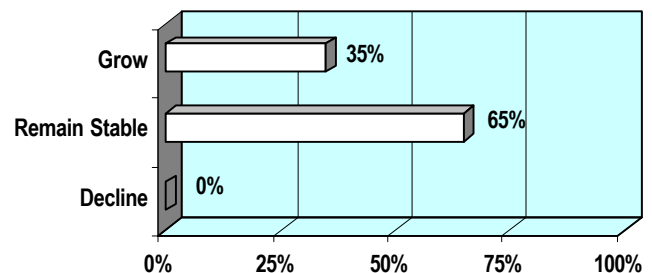
Projected growth between 1995-2002 is faster than average, 24.2%.
(Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and **little** difficulty in finding inexperienced applicants that meet their hiring standards.

Employers report **many** (59%) vacancies filled over the last 12 months were due to employees leaving; **some** (22%) filled were due to new positions; a **few** (13%) filled were due to promotions, and a **few** (7%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (65%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (35%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- Newspaper ads
- In-house promotion or transfer

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Electrical Apparatus and Equipment
- Auto and Homes Supply Stores
- Lumber and Other Building Material
- Furniture Stores
- Grocery Stores
- Floor Covering Stores
- Real Estate Agents and Managers
- New and Used Car Dealers

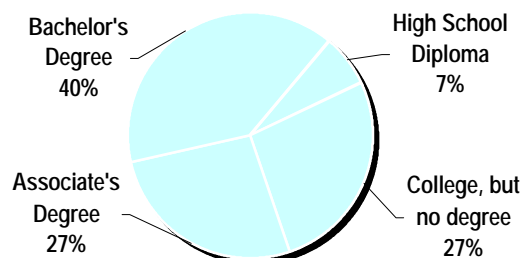
SYSTEMS ANALYSTS – ELECTRONIC DATA PROCESSING

15 Employers Represented

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Does not include persons working primarily as engineers, mathematicians, programmers, or scientists. **OES Code: 251020**

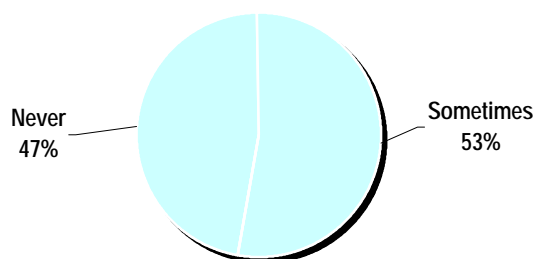
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



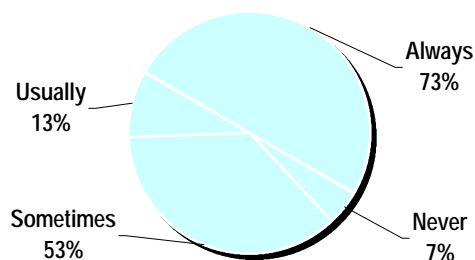
Many (40%) employers report that recent new hires have completed their Bachelor's degree.

TRAINING SUBSTITUTING EXPERIENCE



Many (53%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 24 months Computer Programmer, Analyst or Technician, Systems Analyst, PC Troubleshooting, or an Associate's or Bachelor's degree.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (73%) employers report that work experience is always required. **Desired work experience when acceptable:** 24 to 60 months Programmer Analyst, Computer Programmer, Systems Analyst, Mainframe Systems Analyst, Operations Manager, Technician, or Consultant.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use database software	3.0
Ability to use business applications software	3.0
Understanding of Local Area Networks (LAN)	3.0
Ability to set-up and maintain multi-user systems	2.9
Ability to prepare flow-charts	2.9
Understanding of Wide Area Networks (WAN)	2.9
Ability to use C programming language	2.9
Knowledge of UNIX	2.9
Ability to use engineering applications software	2.9
Ability to write effectively	1.1
Word processing skills	1.0
Spreadsheet skills	1.0
Desktop publishing skills	0.9

Personal

Ability to work independently	3.0
Customer service skills	2.0

Basic

Ability to read and follow instructions	3.0
Oral communication skills	3.0
Ability to write legibly	3.0

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Ability to work independently, management, multitasking, experience with WEB based applications, LAN experience, and Computer Information Systems Bachelor's degree.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

HTML, JAVA, networking protocols, data server technology, Web, Internet, and client server.

COMPUTER SKILLS SOUGHT:

Many (44%) seek word processing; **many** (56%) seek spreadsheet; **almost all** (89%) seek database; **some** (22%) seek desktop publishing, and **some** (33%) seek other (e.g. Windows NT, UNIX, C++/C, Cobol, networking protocols, and mainframe programming).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Worldwide Educational Services, Inc.

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$11.99 - \$35.00	\$20.00
New hires, experienced:	\$13.00 - \$35.00	\$24.23
Experienced, 3 years with firm:	\$15.00 - \$48.00	\$29.46

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (91%) employees worked full-time averaging 40 hours a week; a **few** (5%) worked temporary/on call averaging 40 hours a week, and a **few** (4%) worked part-time averaging 21 hours a week.

Unionization

A **few** (7%) firms, and a **few** (2%) employees are union.

Gender

Male (74%), Female (26%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	13%
Dental Insurance	93%	7%
Vision Insurance	73%	7%
Life Insurance	93%	7%
Paid Sick Leave	93%	13%
Paid Vacation	100%	13%
Retirement Plan	80%	13%
Child Care	7%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Information Systems Project Management
- Lead Supervisor
- Manager
- President of Operations
- Senior Consultant
- Senior Technical Services Representative

Related **Dictionary of Occupational Titles (DOT) Code:**
012.167-066, 030.167-014

For more information, see COG #541

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 – 2002

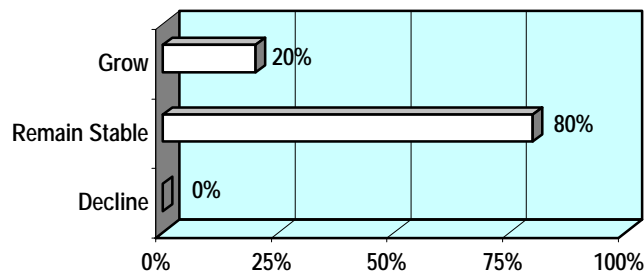
Occupation size: Large
 Projected new jobs: 950
 Openings due to separations: 80
 Projected growth between 1995-2002 is much faster than average, 93.5%.
 (Average growth between 1995 – 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **some** (36%) vacancies filled over the last 12 months were due to temporary/on call; **some** (31%) filled were due to employees leaving; **some** (26%) filled were due to new positions, and a **few** (7%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Almost all (80%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (20%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Recruit via newspaper ads
- Private employment agencies
- Employees' referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Computer and Software Stores
- Prepackaged Software
- Computer Related Services, NEC
- General Medical and Surgical Hospital
- Junior Colleges
- Individual and Family Services
- Local Government

TEACHERS AND INSTRUCTORS

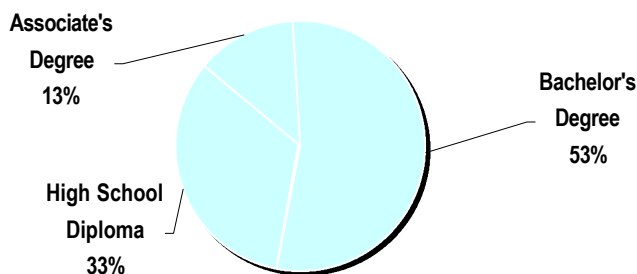
VOCATIONAL EDUCATION

15 Employers Represented

Vocational Education and Training Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated or left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. Includes correspondence school instructors; industrial, commercial or government training instructors; and instructors who prepare persons to operate industrial machinery equipment and transportation and communications equipment. They may teach in public or private schools or in schools associated with organizations whose primary business is other than education. **OES Code: 313140**

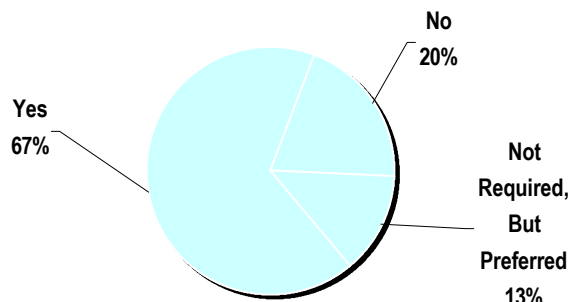
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



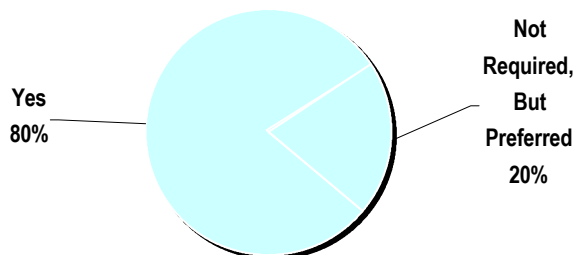
Many (53%) employers report that when hiring, the minimum education required is a Bachelor's Degree.

TRAINING REQUIRED



Most (67%) employers report that training is required prior to employment. **Many** (53%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 15 months Teaching or Teacher Credential, Training, Computer Support and Networking, Field Experience, Vocational Training, College Work, Bachelor's degree, or Graduate School.

PREVIOUS WORK EXPERIENCE REQUIRED



Almost all (80%) employers report that work experience is required. **Most** (73%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 17 months Student Teacher, Teaching (related vocational area), On-the-Job Trainer, Counseling, Care-taking, Accounting, or Special Education.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Know OSHA safety standards	1.8
Current with new software	1.2
Know California curriculum guidelines	1.1

Physical

Maintain classroom discipline	2.5
Work under pressure	2.3
Ability to stand for prolonged periods of time	1.9

Personal

Problem solving	2.9
Tactful	2.4
Creativity	2.2

Basic

Interpersonal/customer service skills	3.0
Effective instruction techniques	3.0
Decision making skills	2.9

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Education degrees, teaching experience, on-the-job experience, training development, people skills, sales, conflict resolution, leadership, supervision, program development, organization, discipline specific skills, communication, management, flexibility, assertiveness, and administrative skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Education and experience in the field, current business office trends, vocational skills, technical presentation skills, and professionalism.

COMPUTER SKILLS SOUGHT:

Most (74%) employers seek word processing; **some** (34%) employers seek database; **many** (40%) employers seek spreadsheet; **some** (27%) employers seek desktop publishing, and **some** (27%) employers seek other (e.g. e-mail, Internet, and Windows NT).

Employers report the following software applications are used: Word, Excel, Access, and Microsoft Publisher.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- See Training Directory

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$ 7.00 - \$10.55	\$ 8.78
New hires, experienced:	\$ 7.00 - \$22.05	\$15.00
Experienced, 3 years with firm:	\$10.00 - \$27.80	\$18.41

Union	Range	Median
New hires, no experience:	Insufficient Data	
New hires, experienced:	\$17.78 - \$51.14	\$29.59
Experienced, 3 years with firm:	\$21.27 - \$57.53	\$33.29

Some (20%) employers pay bonuses to employees working in this occupation.

OTHER RELEVANT INFORMATION

Hours Worked

Many (50%) employees worked part-time averaging 22 hours a week; **many** (42%) worked full-time averaging 40 hours a week; a **few** (6%) worked temporary/on-call averaging 11 hours a week, and a **few** (2%) worked seasonal averaging 5 hours a week.

Unionization

Some (27%) firms, and **some** (30%) employees are union. Employers report affiliations with the following unions: United Faculty of Contra Costa Community College District, California Teachers Association, National Education Association, and Contra Costa School Employees Association.

Gender

Male (41%), Female (59%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	50%	0%
Dental Insurance	43%	7%
Vision Insurance	29%	0%
Life Insurance	36%	0%
Paid Sick Leave	71%	29%
Paid Vacation	50%	0%
Retirement Plan	21%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Almost all (80%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Supervisor/Manager
- Program Coordinator
- Dean of Education
- Department Chair
- Director (Center, Education, or Training Programs)

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

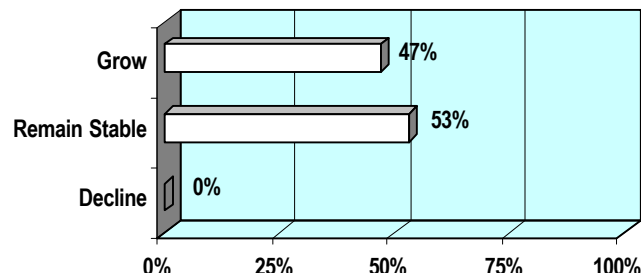
Occupation size: Medium
 Projected new jobs: 170
 Openings due to separations: 50
 Projected growth between 1995-2002 is average, 22.4%.
 (Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **moderately difficult** to find fully experienced and qualified applicants, and it is **not difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **many** (48%) vacancies filled over the last 12 months were due to employees leaving; **some** (23%) filled were due to new positions; a **few** (16%) filled were due to promotions, and a **few** (13%) filled were due to temporary/on-call positions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (53%) employers responding expect this occupation's employment to remain stable over the next 2 years, and **many** (47%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Newspaper ads
- In-house promotion or transfer
- Employee referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Tax Return Preparation Services
- Schools, Elementary and Secondary
- Colleges, Community and Technical Institutes
- Schools, Business and Secretarial
- Schools, Vocational, N.E.C.
- Job Training and Vocational Rehabilitation Services

Related Dictionary of Occupational Titles (DOT) Code:

239.227-010, 621.221-010, 788.222-010, 789.222-010, 919.223-010

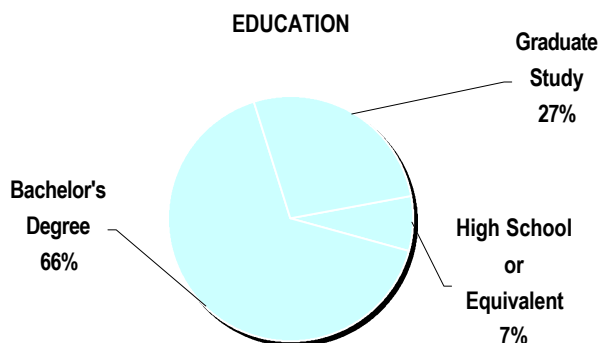
For more information, see COG #404

TEACHERS SPECIAL EDUCATION

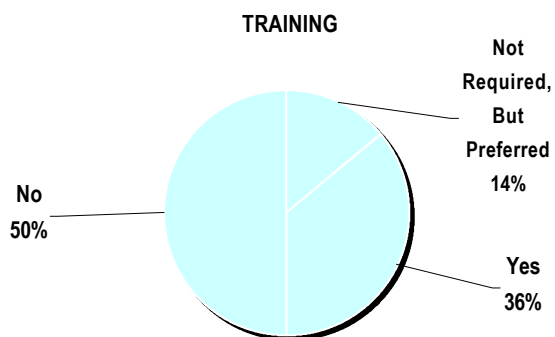
15 Employers Represented

Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded. **OES Code: 313110**

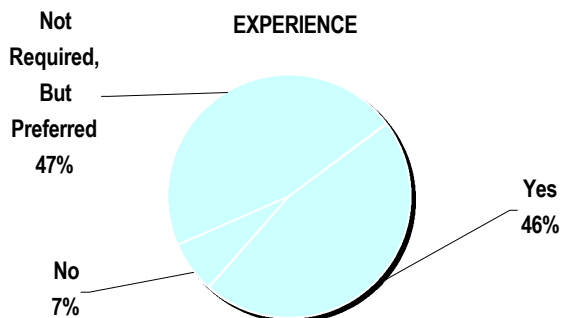
EMPLOYER REQUIREMENTS



Most (66%) employers report that recent new hires have completed their Bachelor's Degree.



Some (36%) employers report that training is required prior to employment. **Most** (64%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 28 months teaching credential, course work in special education, or computer training.



Many (46%) employers report that work experience is required. **Most** (71%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 14 months Master's in Education, Teaching, Psychology, or Special Ed. Aide.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of available positions	33%
Lack of training	33%
Lack of upgraded skills	20%
Lack of motivation	0%

Training resources used to upgrade skills:

Other	60%
Workshops	40%
On-the-Job Training	27%
Adult Education	7%
Community College	7%

Apprenticeship training program availability:

No	67%
Yes	20%

Type of employee found through a staffing service:

None of the Above	73%
Temporary	7%
Temporary-to-Permanent	7%
All of the Above	7%
Project	0%
Seasonal	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Legal, administrative credential, leadership, communication, diagnostic and ethics.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Bilingual, work well with children, and lesson planner.

COMPUTER SKILLS SOUGHT: (7 of 15 firms responding)

Word Processing	86%
Spreadsheet	29%
Database	14%
Other	14%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$14.38 - \$22.93	\$18.44
New hires, experienced:	\$11.03 - \$24.44	\$17.26
Experienced, 3 years with firm:	\$12.47 - \$37.50	\$20.00

Union	Range	Median
New hires, no experience:	\$16.15 - \$17.48	\$16.38
New hires, experienced:	\$16.63 - \$20.43	\$18.63
Experienced, 3 years with firm:	\$17.05 - \$25.49	\$19.95

Hours Worked

	% of Employees	Weekly Hours
Full-Time	86%	38
Part-Time	14%	17

Unionization

Union firms	6 of 13	46%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	53	7	27	7	0	7
Dental	47	7	27	7	0	7
Vision	40	7	20	7	7	7
Life	20	7	13	7	20	0
Sick	73	27	7	0	0	0
Vacation	33	20	13	0	0	0
Retirement	7	7	67	20	7	0
Child Care	13	0	0	0	13	13
Other	13	7	0	0	0	0
(Training conferences, legal HMO)						

PROMOTIONAL OPPORTUNITIES

Most (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Administrator
- Assistant Principal
- Coordinator
- Director
- Program Specialist
- Resource Specialist

Related **Dictionary of Occupational Titles (DOT) Code:**

094.224-010, 094.224-014, 094.224-018, 094.227-010, 094.227-022, 094.227-030

For more information, see COG #10, 57, 110, 139, 375, 429

EMPLOYMENT TRENDS

Occupation size: Large
 Projected new jobs: 300
 Openings due to separations: 50
 Gender: 16% Male 84% Female
 Projected growth between 1997 2004 is much faster than average, 34.1%. (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

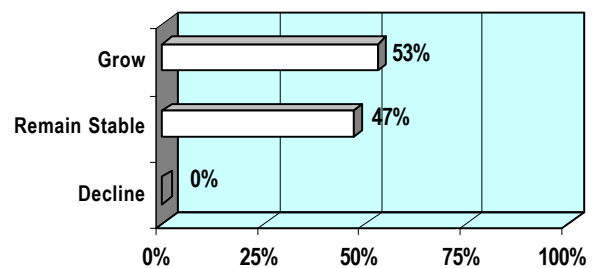
Annual Turnover

Employers responding to the survey report a (10%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving	77%
New Positions	16%
Promotions	5%
Temporary	1%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Internet
- Colleges/Universities
- Employee referrals

WHERE THE JOBS ARE

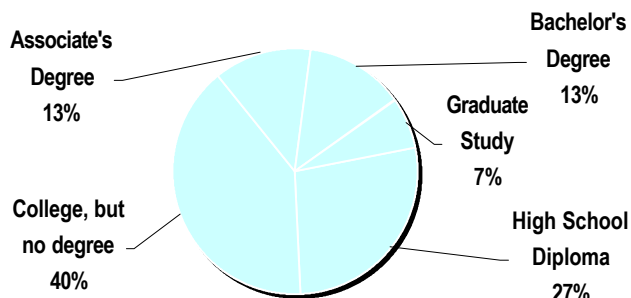
- Schools & Educational Services, N.E.C.
- Schools, Elementary & Secondary

Telecommunications Engineers is a term for engineers working in the telecommunications industry. Some of their specialties include Analog design and layout; audio acoustics and development; software (embedded) design, application and testing, and hardware design.

Non OES Code: 003061999

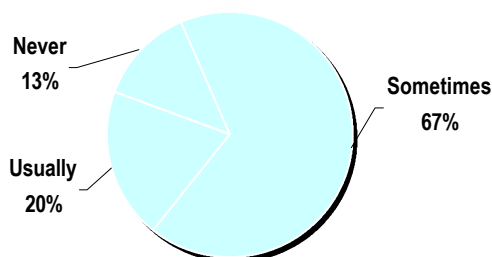
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



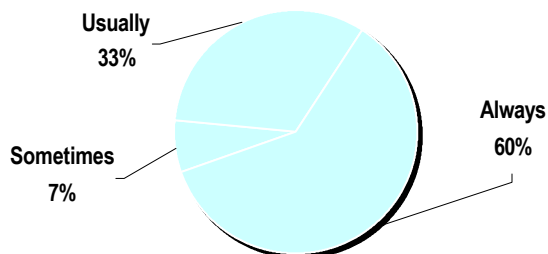
Many (40%) employers report that recent new hires have completed some College, but no degree.

TRAINING SUBSTITUTING EXPERIENCE



Most (67%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 24 to 36 months Network or Field Technician, Cable Installer, Systems or Project Manager, Telecommunications or Design Engineer, CNE/CNA, or AS or BS degree in Computer Science.

PREVIOUS WORK EXPERIENCE REQUIRED



Most (60%) employers report that work experience is always required. **Desired work experience when acceptable** 12 to 24 months Telecommunications Technician, Systems Manager, or Electronic/Communications/Cable Equipment Installer.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,

Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of telecommunications equipment operating systems, terminology, and systems	2.6
Knowledge of tools and techniques necessary to complete the work	2.0
Process Management skills	1.8
Project Management skills	1.8
Workgroup coordination skills	1.0
Knowledge of business strategies, tactics, processes organizations and planning	0.9
Knowledge of manufacturing methods	0.8
Marketing skills	0.4
"Expert" knowledge base	0.3
Risk management skills	0.3

Personal

Skills for managing oneself and relationships with others	3.0
Attention to detail	1.3
Flexibility	1.2

Basic

Listening skills	2.7
Problem solving skills	2.1
Record keeping skills	2.0
Time management skills	2.0
Knowledge of industry specific strategies	1.9
Presentation skills	1.7
Writing skills	0.7

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Work independently, customer/people skills, estimating and budgeting, business applications, risk and project management.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

HTML Publishing, network systems skills, data entry/analysis, CAD, Category 5 Wiring, and fiber optics.

COMPUTER SKILLS SOUGHT:

Almost all (83%) seek word processing; **almost all** (83%) seek spreadsheet; **most** (67%) seek database; **a few** (17%) seek desktop publishing, and **some** (43%) seek other (e.g. Visio and CAD).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Contra Costa College
- Heald College - School of Technology
- University of California, Berkeley Extension

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union/Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 8.00 - \$19.18	\$ 8.50
New hires, experienced:	\$10.00 - \$26.37	\$18.00
Experienced, 3 years with firm:	\$12.00 - \$40.76	\$26.37

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (96%) employees worked full-time averaging 40 hours a week; a **few** (3%) worked part-time averaging 18 hours a week, and a **few** (2%) worked temporary/on call averaging 12 hours a week.

Unionization

A **few** (7%) firms, and a **few** (1%) employees are union.

Gender

Male (92%), Female (8%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	7%
Dental Insurance	60%	0%
Vision Insurance	47%	0%
Life Insurance	40%	0%
Paid Sick Leave	60%	7%
Paid Vacation	73%	7%
Retirement Plan	53%	13%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Management
- Senior Engineer

Related Dictionary of Occupational Titles (DOT) Code:

None

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Data Not Available

Projected new jobs: Data Not Available

Openings due to separations: Data Not Available

Projected growth between 1995-2002 Data Not Available

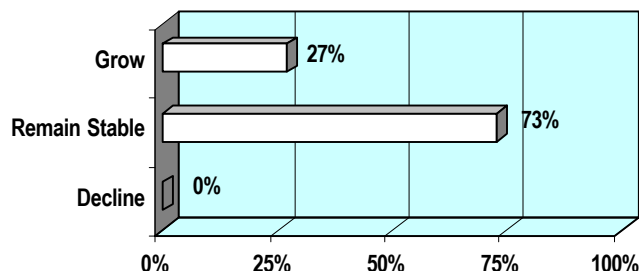
(Average growth between 1995 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and inexperienced applicants that meet their hiring standards.

Employers report **many** (46%) vacancies filled over the last 12 months were due to new positions; **some** (37%) filled were due to employees leaving; a **few** (15%) filled were due to temporary/on call, and a **few** (2%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (73%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (27%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Private school or program referrals
- Public school referrals
- Newspaper ads
- Other: Internet and job fairs

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Electrical Work
- Radio, TV Communications Equipment
- Communications Equipment, NEC
- Electronic Parts and Equipment
- Engineering Services
- Local Government

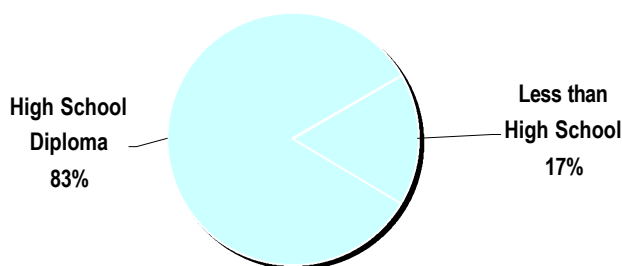
TELEPHONE AND CABLE T.V. LINE INSTALLERS AND REPAIRERS

6 Employers Represented

Telephone and Cable TV Line Installers and Repairers install and repair telephone and telegraph lines, television distribution cables, poles, and related equipment such as supports, insulation, and guywire systems. Other duties include locating and repairing defects in existing systems, and placing, rearranging, and removing underground or aerial cables. **OES Code: 857020**

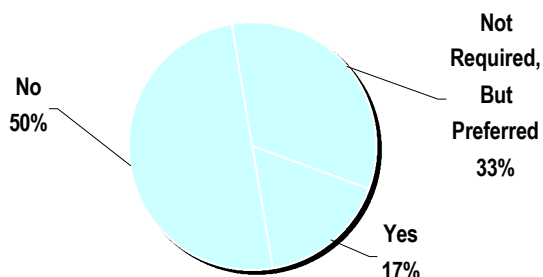
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION REQUIRED



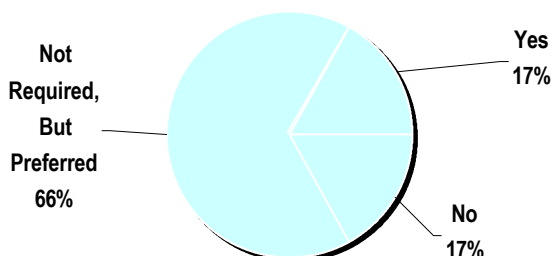
Almost all (83%) employers report that when hiring, the minimum education required is a High School Diploma.

TRAINING REQUIRED



A **few** (17%) employers report that training is required prior to employment. **Most** (60%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 3 months Repair Technician, Voice and Data Cabling Apprenticeship, or On-the-Job training.

PREVIOUS WORK EXPERIENCE REQUIRED



A **few** (17%) employers report that work experience is required. **All** (100%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 16 months Microwave Repair Technician, Journey-level Experience, Technician, Construction, or Data Fire Alarm.

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Ability to use hand tools	2.8
Ability to read blueprints and schematics	2.5
Ability to operate electric testing equipment	2.2
Application of laser technology	1.5
Ability to operate trenching machines	1.0

Physical

Ability to crawl under buildings	2.7
Good eyesight and color perceptions	2.5
Ability to climb poles	1.3

Personal

Ability to work independently	3.0
Ability to work under close supervision	2.7
Willingness to work on-call	2.5

Basic

Oral communication skills	3.0
Ability to read and follow instructions	3.0
Basic math skills	2.3

SKILLS NEEDED FOR CAREER ADVANCEMENT:

Troubleshooting, technical, oral communication, written communication, customer service, honesty, reliability, hardworking, and math skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Communication, honesty, technical, customer service, written communication, on-the-job skills, and ability to work as a team.

COMPUTER SKILLS SOUGHT:

None

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Bay Area Apprenticeship Coordinators Association
- Worldwide Educational Services

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%,
Many = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

Contra Costa County, 1999

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$10.00 - \$12.00	\$11.00
New hires, experienced:	\$12.00 - \$15.00	\$13.50
Experienced, 3 years with firm:	\$15.00 - \$18.00	\$16.50
Union	Range	Median
New hires, no experience:	\$ 8.00 - \$11.31	\$ 9.75
New hires, experienced:	\$ 9.00 - \$18.80	\$14.54
Experienced, 3 years with firm:	\$12.00 - \$25.00	\$18.15

Some (33%) employers pay bonuses to employees working in this occupation.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (82%) employees worked full-time averaging 45 hours a week; a **few** (12%) worked temporary/on-call averaging 33 hours a week; a **few** (3%) worked part-time averaging 10 hours a week, and a **few** (3%) worked seasonal averaging 40 hours a week.

Unionization

Most (67%) firms, and **most** (75%) employees are union. Employers report affiliations with the following unions: International Brotherhood of Electrical Workers Local 302, and Public Employees Union Local 1.

Gender

Male (98%), Female (2%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	67%	0%
Dental Insurance	33%	0%
Vision Insurance	33%	0%
Life Insurance	17%	0%
Paid Sick Leave	17%	0%
Paid Vacation	33%	0%
Retirement Plan	33%	0%
Child Care	0%	0%
Other	0%	0%

percentage of employers offering employer-paid benefits

PROMOTIONAL OPPORTUNITIES

Almost all (83%) employers report that they promote employees. Responding employers listed the following positions as promotional opportunities:

- Management
- Lead Telephone Technician or Senior Technician
- Engineer
- Superintendent
- Estimator
- Installer

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

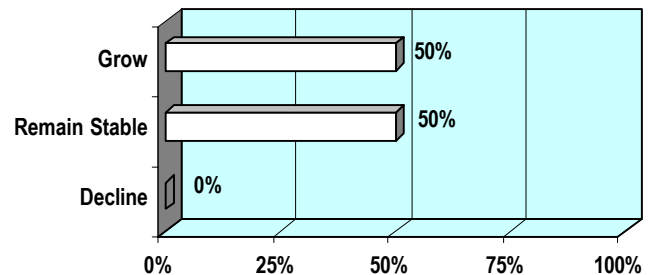
Occupation size: Medium
Projected new jobs: 90
Openings due to separations: 70
Projected growth between 1995-2002 is slower than average, 14.5%.
(Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report it is **very difficult** to find fully experienced and qualified applicants, and it is **moderately difficult** to find inexperienced applicants that meet their hiring standards.

Employers report **some** (39%) vacancies filled over the last 12 months were due to new positions; **some** (39%) filled were due to temporary/on-call positions; a **few** (17%) filled were due to employees leaving, and a **few** (4%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 2 YEARS



Many (50%) employers responding expect this occupation's employment to grow over the next 2 years, and **many** (50%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers find the following three methods most successful:

- Employees referrals
- Union hall referrals
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Cable and Other Pay Television Services
- Radio, Television and Consumer Electronics Stores
- Contractors, Electrical Work
- Cable and Other Pay Television Services

Related **Dictionary of Occupational Titles (DOT) Code:**
821.281-010, 822.381-014

For more information, see COG #N/A

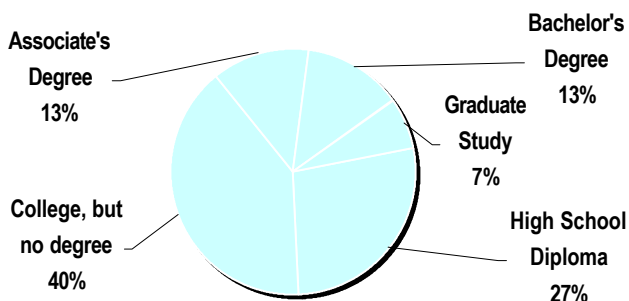
TRAFFIC, SHIPPING, AND RECEIVING CLERKS

15 Employers Represented

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks, and workers whose primary duties involve weighing and checking. **OES Code: 580280**

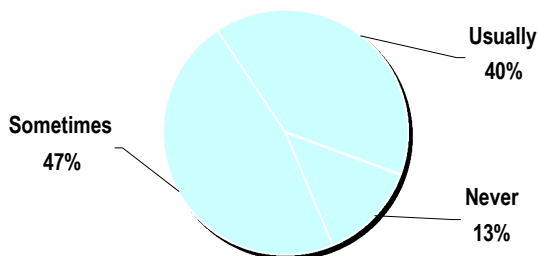
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



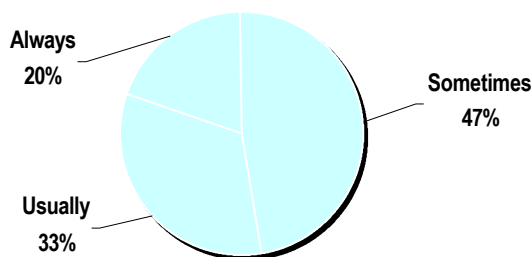
Almost all (93%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (47%) employers state that training is sometimes accepted as a substitute for experience. **Desired training when acceptable:** 3 to 6 months Forklift Operator, Shipping and Receiving, Warehouse Worker, Administrative, or Basic Computer.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (47%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 12 months Shipping and Receiving Clerk, Warehouse Worker, Material Handler, Forklift Driver, Distribution Clerk, Mail Clerk, or Traffic Clerk.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Record keeping skills	2.8
Understanding of inventory techniques	1.7
Ability to operate a forklift	1.6
Possession of a valid driver's license	1.6
Ability to plan and organize the work of others	1.5
Ability to use a calculator	1.0
Ability to write effectively	1.0
Problem solving skills	1.0
Ability to use the U.S. and private parcel post service	0.4

Physical

Ability to lift at least 60 pounds	1.8
Ability to stand continuously for 2 or more hours	1.7

Personal

Ability to work independently	3.0
Ability to interact well with others	3.0
Ability to work under pressure	2.9
Willingness to work with close supervision	2.8

Basic

Ability to follow oral instructions	3.0
Ability to read and follow instructions	3.0
Ability to write legibly	2.8
Oral communications skills	2.8
Basic math skills	2.2

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Managing, motivation, good math, good character, salesmanship, computer, people, Class A driver's license, enhanced problem solving analysis, decision making, and critical thinking.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Enhanced spreadsheet, forklift certification, computer experience, software upgrades, and bar coding.

COMPUTER SKILLS SOUGHT:

Most (60%) seek word processing; **almost all** (80%) seek spreadsheet; **most** (60%) seek database, and **some** (20%) seek other (e.g. basic computer knowledge).

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Mt. Diablo Vocational Services Training

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

<i>Non-Union</i>	<u>Range</u>	<u>Median</u>
New hires, no experience:	\$ 6.00 - \$16.22	\$ 9.99
New hires, experienced:	\$ 6.00 - \$18.85	\$12.15
Experienced, 3 years with firm:	\$ 7.50 - \$22.91	\$14.50

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Most (67%) employees worked full-time averaging 40 hours a week; **some** (30%) worked part-time averaging 20 hours a week, and a **few** (3%) worked temporary/on call averaging 15 hours a week.

Unionization

None reported.

Gender

Male (76%), Female (24%).

FRINGE BENEFITS

	<u>Full-time</u>	<u>Part-time</u>
Medical Insurance	100%	0%
Dental Insurance	100%	0%
Vision Insurance	67%	0%
Life Insurance	93%	0%
Paid Sick Leave	73%	0%
Paid Vacation	80%	0%
Retirement Plan	73%	0%
Child Care	7%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Driver
- Sales Merchandiser
- Product Planning
- Supervisor
- Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
214.587-014, 219.367-030

For more information, see COG #63

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Very Large

Projected new jobs: 580

Openings due to separations: 250

Projected growth between 1995 2002 is slower than average, 14.8%.

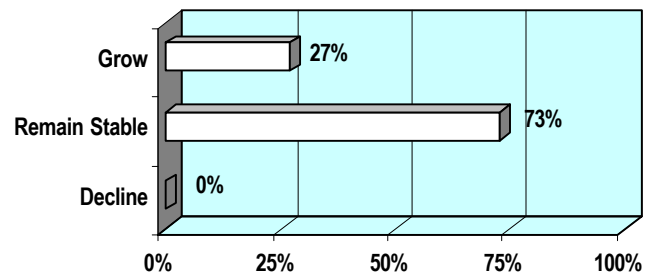
(Average growth between 1995 2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (60%) vacancies filled over the last 12 months were due to employees leaving; a **few** (19%) filled were due to new positions; a **few** (14%) filled were due to promotions, and a **few** (9%) filled were due to temporary/on call.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (73%) employers responding expect this occupation's employment to remain stable over the next 3 years, and **some** (27%) expect it to grow.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- In-house promotion or transfer
- Newspaper ads

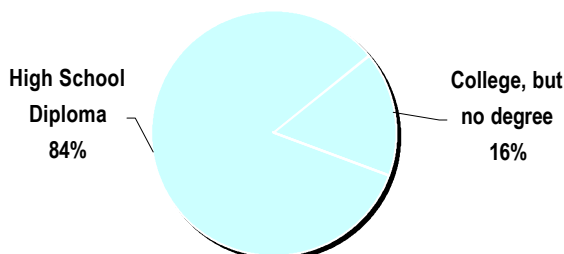
MAJOR EMPLOYING INDUSTRIES (In survey area)

- Gypsum Products
- Metal Coating and Allied Services
- Fabricated Metal Products, NEC
- Electrical Apparatus and Equipment
- Groceries and Related Products, NEC
- Lumber and Other Building Materials
- Department Stores
- Drug Stores and Proprietary Stores
- Building Maintenance Services, NEC
- Local Government

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks. **OES Code: 971020**

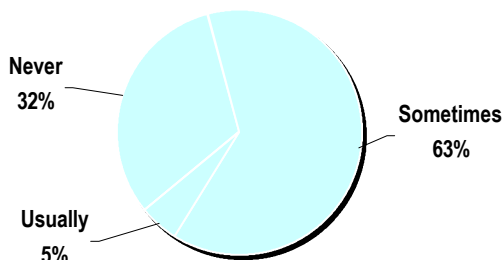
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



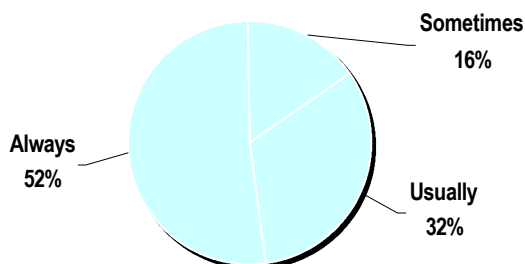
Almost all (84%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Most (63%) employers state that training is **sometimes** accepted as a substitute for experience. **Desired training when acceptable:** 3 to 12 months Class A or B Driver's License, Packer, Loader, Diesel Engine Technology, or Mechanical Training.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (52%) employers report that work experience is always required. **Desired work experience when acceptable:** 12 to 24 months Truck Driver, Hauler, Dock Worker, Service Oiler, or On-the-Job Training.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Possession of a valid Class A driver's license	2.9
Ability to read invoices	2.8
Map reading skills	2.8
Ability to load and unload freight	2.8
Knowledge of local streets	2.8
Record keeping skills	2.0
Possession of a valid Class B driver's license	1.0
Word processing skills	0.9

Physical

Ability to pass a pre-employment medical examination	3.0
Ability to lift at least 75 pounds repeatedly	1.2

Personal

Possession of a good DMV driving record	3.0
Ability to work independently	2.9
Ability to work weekends	2.0

Basic

Ability to read and follow instructions	2.9
Ability to write legibly	2.9
Oral communication skills	2.9
Basic math skills	2.9

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION:

Honesty, good driving record, clean uniform, Class A driver's license, packing, dependable, college degree, ability to adapt to various situations, computer, overall understanding of business, customer service, communication, math, team player, problem solving, sales, analytical, knowledge of equipment, and supervisory.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Reading comprehension, automated trucking equipment, new driving rules, and basic computer.

COMPUTER SKILLS SOUGHT:

Some (25%) seek word processing; **some** (25%) seek spreadsheet, and **many** (50%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Class A Truck School

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$ 8.00 - \$12.00	\$ 9.50
New hires, experienced:	\$10.00 - \$17.50	\$12.00
Experienced, 3 years with firm:	\$11.00 - \$20.50	\$15.00
Union	Range	Median
New hires, no experience:	\$10.74 - \$20.00	\$13.50
New hires, experienced:	\$10.74 - \$21.00	\$20.00
Experienced, 3 years with firm:	\$14.32 - \$21.00	\$20.00

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Almost all (80%) employees worked full-time averaging 40 hours a week; a **few** (19%) worked part-time averaging 20 hours a week; a **few** (1%) worked temporary/on call averaging 10 hours a week, and a **few** (1%) worked seasonal averaging 40 hours a week.

Unionization

Some (37%) firms, and **almost all** (87%) employees are union.

Gender

Male (98%), Female (2%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	93%	7%
Dental Insurance	86%	7%
Vision Insurance	43%	0%
Life Insurance	64%	7%
Paid Sick Leave	43%	14%
Paid Vacation	71%	14%
Retirement Plan	64%	7%
Child Care	7%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Sales
- Transportation Supervisor
- Administrative Supervisor
- Manager

Related **Dictionary of Occupational Titles (DOT) Code:**
905.663-014

For more information, see COG #255

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

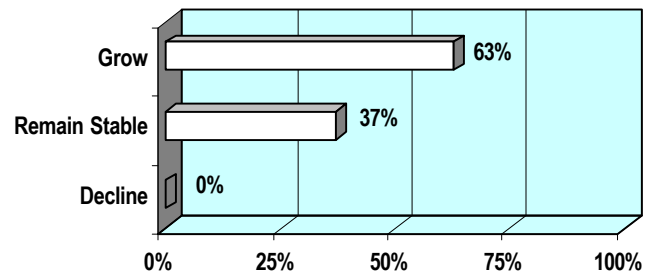
Occupation size: Very Large
 Projected new jobs: 400
 Openings due to separations: 290
 Projected growth between 1995-2002 is slower than average, 4.2%.
 (Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **some** difficulty in finding experienced applicants and inexperienced applicants that meet their hiring standards.

Employers report **most** (66%) vacancies filled over the last 12 months were due to employees leaving; a **few** (18%) filled were due to new positions, and a **few** (15%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (63%) employers responding expect this occupation's employment to grow over the next 3 years, and **some** (37%) expect it to remain stable.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top three resources:

- Employees' referrals
- In-house promotion or transfer
- Newspaper ads

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Highway and Street Construction
- Asphalt Paving Mixtures and Blocks
- Ready Mixed Concrete
- Local Trucking Without Storage
- Trucking, Except Local
- Local Trucking with Storage
- Refuse Systems
- Confectionery
- Petroleum Products, NEC
- Hardware Stores
- Drug Stores and Proprietary Stores

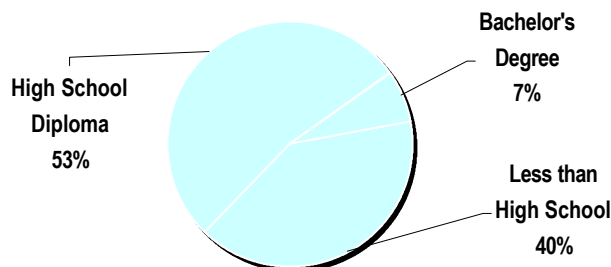
TRUCK DRIVERS, LIGHT -INCLUDE DELIVERY AND ROUTE

15 Employers Represented

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales. **OES Code: 971050**

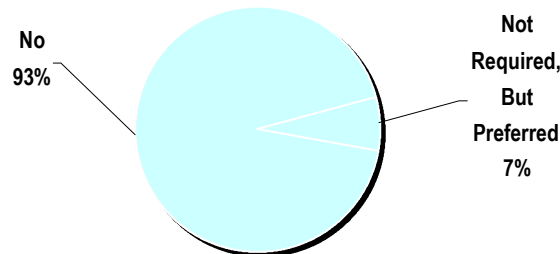
EMPLOYER REQUIREMENTS

EDUCATION



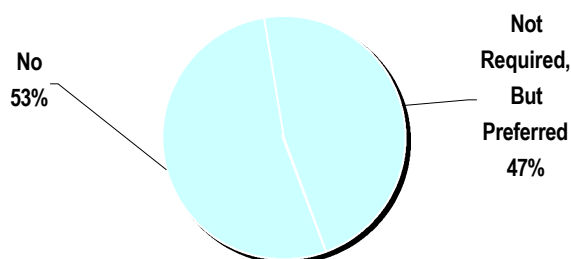
Many (53%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING



No (0%) employers report that training is required prior to employment. **Most** (71%) employers report that training is accepted as a substitute for experience. **Type of training required:** None.

EXPERIENCE



No (0%) employers report that work experience is required. **Most** (67%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 4 months food delivery, taxi, computers, area knowledge.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of motivation	40%
Lack of available positions	40%
Lack of upgraded skills	13%
Lack of training	7%

Training resources used to upgrade skills:

On-the-Job Training	53%
Workshops	20%
Apprenticeship	13%
Adult Education	7%
Community College	0%

Apprenticeship training program availability:

No	93%
Yes	7%

Type of employee found through a staffing service:

None of the Above	80%
Temporary	13%
Temporary-to-Permanent	7%
Project	0%
Seasonal	0%
All of the Above	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Math skills, communications, computer knowledge, people skills, sales, and reliable.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Good driving skills.

COMPUTER SKILLS SOUGHT (5 of 15 firms responding)

Word Processing	60%
Spreadsheet	40%
Other	40%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed provider training information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union	Range	Median
New hires, no experience:	\$6.00 - \$10.00	\$8.00
New hires, experienced:	\$7.00 - \$12.00	\$9.00
Experienced, 3 years with firm:	\$8.00 - \$15.00	\$10.00

Hours Worked

	% of Employees	Weekly Hours
Full-Time	68%	41
Part-Time	20%	21
Temporary/On-Call	6%	13
Seasonal	6%	21

Unionization

None Reported

BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	13	0	40	7	0	0
Dental	20	0	20	0	7	7
Vision	7	0	13	0	7	7
Life	33	0	0	0	7	7
Sick	47	13	0	0	0	0
Vacation	60	13	0	0	0	0
Retirement	20	0	13	0	7	7
Child Care	0	0	0	0	0	0
Other	13	0	0	0	0	0
(Profit sharing, employee banquet dinner)						

PROMOTIONAL OPPORTUNITIES

Most (87%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Counter Sales
- Dispatcher
- Lead Driver
- Sales
- Shipping & Receiving
- Warehouse Manager
- Warehouse Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**
906.683-010, 906.683-022

For more information, see COG #2, 255, 563

EMPLOYMENT TRENDS

Occupation size: Very Large
 Projected new jobs: 500
 Openings due to separations: 300
 Gender: 91% Male 9% Female
 Projected growth between 1997 2004 is average, 17.2%
 (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced: *N/A*.

Inexperienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

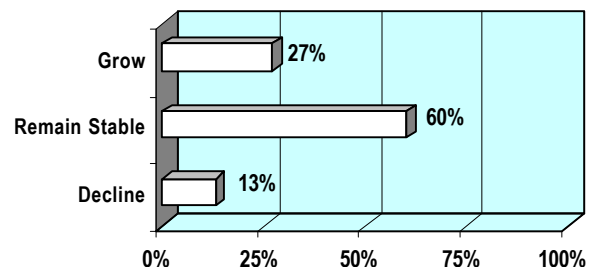
Annual Turnover

Employers responding to the survey report a (38%) annual turnover rate.

Percentage of New Hires in the Last Year

Employees Leaving 68%
 New Positions 20%
 Promotions 9%
 Temporary 3%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Newspaper ads
- Employee referrals
- Walk-in applicants

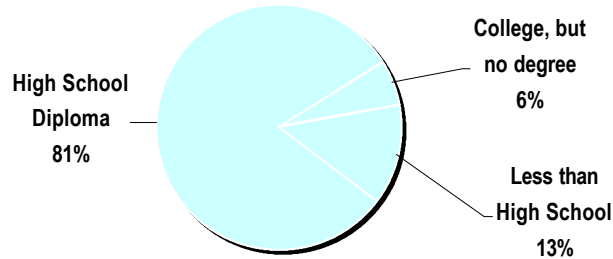
WHERE THE JOBS ARE

- Courier Services (except air)
- Furniture Stores
- Lumber & Building Material Dealers
- Office Equipment Wholesale
- Florist

Ushers, Lobby Attendants, and Ticket Takers assist patrons at entertainment events, such as sporting events and drive-in or motion picture performances. They may assist in finding seats, searching for lost articles, and locating such facilities as restrooms and telephones. They collect admission tickets and passes from patrons. **OES Code: 680210**

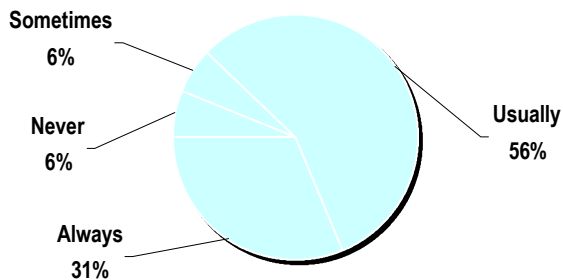
EDUCATION, TRAINING AND EXPERIENCE

EDUCATION LEVEL OF RECENT NEW HIRES



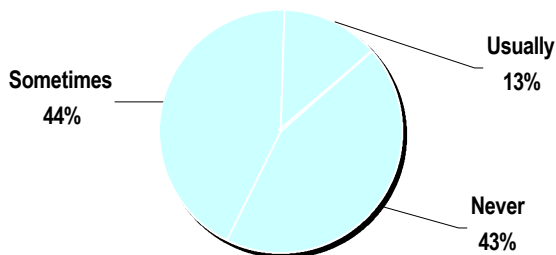
Almost all (81%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING SUBSTITUTING EXPERIENCE



Many (56%) employers state that training is usually accepted as a substitute for experience. **Desired training when acceptable:** 6 to 12 months Ticket Taker, Cashier, or Clerical.

PREVIOUS WORK EXPERIENCE REQUIRED



Many (44%) employers report that work experience is sometimes required. **Desired work experience when acceptable:** 6 to 12 months Cashier, Customer Service, Cinema Worker, Ticket Taker, or Clerks.

Key Terms:

All = 100%, **Almost all** = 80% - 99%, **Most** = 60% - 79%,
Many = 40% - 59%, **Some** = 20% - 39%, **Few** = less than 20%

OTHER REQUIREMENTS

Skills and Qualifications required were rated as follows:

Very Important • 3, 2, 1, 0 • Not Important

Technical

Knowledge of established rules and procedures	2.8
Knowledge of adjusting customer complaints	2.7
Adept at making change	2.5
Able to operate a cash register	1.8
Able to operate a computer	1.5

Physical

Able to work fast	2.6
Full use of arms, hands, and legs	2.4
Strength and endurance	2.3
Able to bend, stoop, lift and carry items	2.3

Personal

Available to work nights, weekends, and holidays	3.0
Neat, well groomed look	2.9
Nice personality	2.8
Available to work a split shift	2.3

Basic

Able to follow instructions	3.0
Strong customer relations skills	2.6
Able to remain calm in hectic situations	2.6
Basic accounting and bookkeeping skills	1.4

SKILLS NEEDED FOR PROMOTIONAL CONSIDERATION

Good customer relations, reliability, open availability, bookkeeping, initiative, leadership, ability to train others, assertiveness, cash handling and auditing, merchandising, management, computer, and ability to operate a movie projector.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS:

Projector operation, teaching, and computer.

COMPUTER SKILLS SOUGHT:

All (100%) seek word processing; **many** (50%) seek spreadsheet, and **many** (50%) seek database.

SCHOOLS OFFERING RELATED TRAINING PROGRAMS:

- Institutes offering Cashier, Clerical, or Customer Service Programs

Contra Costa County, 1998

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	\$ 5.75 - \$14.93	\$ 5.75
New hires, experienced:	\$ 5.75 - \$14.93	\$ 5.90
Experienced, 3 years with firm:	\$ 5.98 - \$17.91	\$ 7.08

Although wages are shown to the nearest cent for ease of comparison, this should not be interpreted as an indication of precision.

OTHER RELEVANT INFORMATION

Hours Worked

Many (59%) employees worked part-time averaging 22 hours a week; **some** (27%) worked seasonal averaging 33 hours a week; a **few** (12%) worked full-time averaging 40 hours a week, and a **few** (2%) worked temporary/on call averaging 23 hours a week.

Unionization

None reported.

Gender

Male (50%), Female (50%).

FRINGE BENEFITS

	Full-time	Part-time
Medical Insurance	57%	0%
Dental Insurance	57%	0%
Vision Insurance	29%	0%
Life Insurance	29%	0%
Paid Sick Leave	57%	14%
Paid Vacation	86%	14%
Retirement Plan	57%	0%
Child Care	0%	0%

percentage of employers offering benefits

PROMOTIONAL OPPORTUNITIES

Responding employers listed the following occupations as promotional opportunities:

- Technician
- Supervisor
- Assistant Manager
- Manager

Related Dictionary of Occupational Titles (DOT) Code:
344.677-014

For more information, see COG #N/A

SIZE AND EMPLOYMENT OUTLOOK

Contra Costa County

Occupational Forecast 1995 2002

Occupation size: Small
Projected new jobs: 60
Openings due to separations: 30
Projected growth between 1995-2002 is much faster than average, 33.3%.

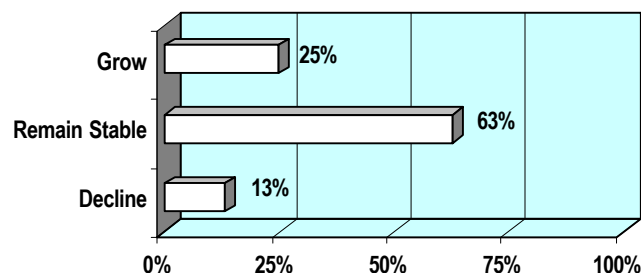
(Average growth between 1995-2002 of all nonagricultural occupations in Contra Costa County is projected to be 21.4%)

SUPPLY AND DEMAND ASSESSMENT

Employers report **little** difficulty in finding experienced and inexperienced applicants that meet their hiring standards.

Employers report **most** (63%) vacancies filled over the last 12 months were due to temporary/on call; **some** (24%) filled were due to employees leaving; a **few** (9%) filled were due to new positions, and a **few** (4%) filled were due to promotions.

EMPLOYMENT OVER THE NEXT 3 YEARS



Most (63%) employers responding expect this occupation's employment to remain stable over the next 3 years; **some** (25%) expect it to grow, and a **few** (13%) expect it to decline.

RECRUITMENT

When recruiting for employees, responding employers primarily use the following top four resources:

- Public school or program referral
- Newspaper ads
- In-house promotion or transfer
- Employees' referrals

MAJOR EMPLOYING INDUSTRIES (In survey area)

- Motion Picture Theaters
- Membership Sports and Recreation Club
- Colleges and Universities
- Amusement and Recreation
- Local Government

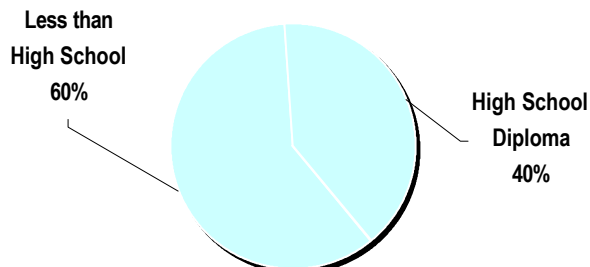
WAITERS AND WAITRESSES

15 Employers Represented

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. Does not include workers who only work at counters. **OES Code: 650080**

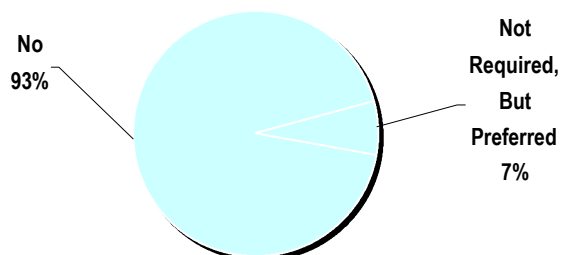
EMPLOYER REQUIREMENTS

EDUCATION



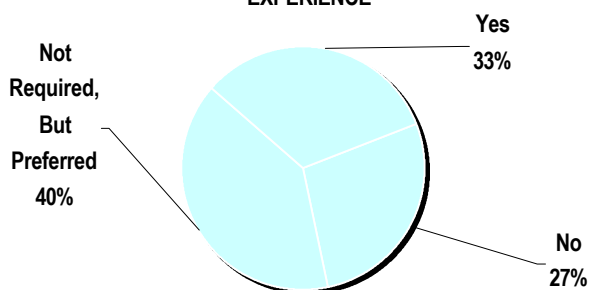
Most (60%) employers report that recent new hires have less than High School Diploma or equivalent.

TRAINING



No (0%) employers report that training is required prior to employment. **Many** (55%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 6 months good manager.

EXPERIENCE



Some 33%) employers report that work experience is required. **Most** (70%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 6 months food industry, hostess, dishwasher, or customer relations.

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of available positions	47%
Lack of motivation	33%
Lack of upgraded skills	20%
Lack of training	0%

Training resources used to upgrade skills:

On-the-Job Training	93%
Workshops	27%
Adult Education	20%
Community College	13%
Apprenticeship	7%

Apprenticeship training program availability:

No	93%
Yes	7%

Type of employee found through a staffing service:

None of the Above	100%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Good attendance, communication, motivation, flexibility, teamwork, detail, people skills, problem solving, organized, and management skills.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Diplomacy, accuracy, leadership, effective organizer, ordering, and management training.

COMPUTER SKILLS SOUGHT: (5 of 15 firms responding)

Word processing	40%
Spreadsheet	40%
Database	20%
Other	80%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%, Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union/Union	Range	Median
New hires, no experience:	\$5.75 - \$7.00	\$5.88
New hires, experienced:	\$5.75 - \$7.00	\$6.00
Experienced, 3 years with firm:	\$5.75 - \$10.25	\$6.00

Almost all (93%) employees working in this occupation receive tips.

Hours Worked

	% of Employees	Weekly Hours
Full-Time	29%	36
Part-Time	64%	20
Temporary/On-Call	4%	19
Seasonal	3%	24

Unionization

Union firms	1 of 15	7%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	13	0	40	13	7	7
Dental	13	0	40	13	7	7
Vision	7	0	27	0	7	7
Life	13	0	33	0	0	0
Sick	33	7	7	7	0	0
Vacation	40	33	20	7	0	0
Retirement	7	0	13	20	0	0
Child Care	0	0	0	0	0	0
Other	0	0	0	0	0	0

PROMOTIONAL OPPORTUNITIES

Almost all (93%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Assistant Manager
- Captain
- Cook
- Crew Leader
- Manager
- Service Leader
- Service Manager
- Trainer

Related **Dictionary of Occupational Titles (DOT) Code:**

311.477-018, 311.477-022, 311.477-026, 311.477-030, 311.674-018, 350.677-030

For more information, see COG #42

EMPLOYMENT TRENDS

Occupation size: Very Large
 Projected new jobs: 620
 Openings due to separations: 1810
 Gender: 35% Male 65% Female
 Projected growth between 1997 2004 is slower than average, 14.7%. (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced: **Moderately difficult**. Employer demand is somewhat greater than the supply of qualified applicants.

Inexperienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

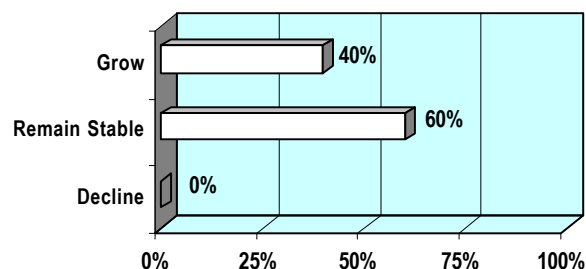
Annual Turnover

Employers responding to the survey report a (40%) annual turnover rate.

Percentage of new Hires in the Last Year

Employees Leaving	64%
New Positions	8%
Promotions	7%
Temporary	22%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Employee referrals
- Newspaper ads
- Walk-in applicants

WHERE THE JOBS ARE

- Golf Courses, Public
- Restaurants, Caterers & Eating Places
- Sports & Recreation Clubs, Memberships

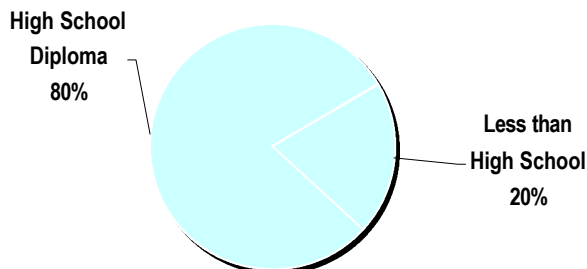
WELDERS AND CUTTERS

15 Employers Represented

Welders and Cutters use flamecutting, hand, arc, and gas welding equipment, and gas torches, to weld together components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders or blueprints. **OES Code: 939140**

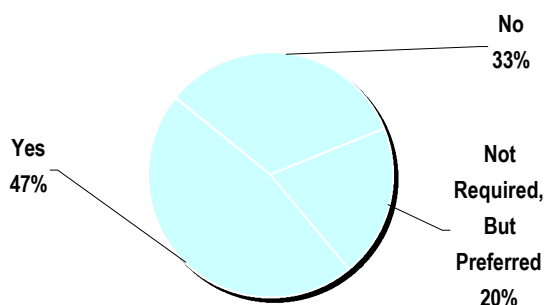
EMPLOYER REQUIREMENTS

EDUCATION



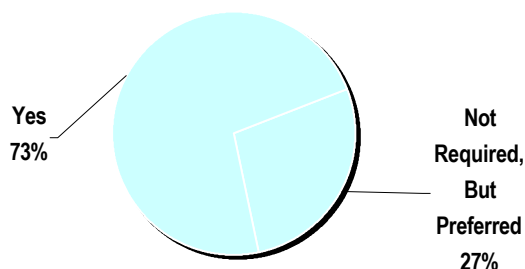
Almost all (80%) employers report that recent new hires have completed their High School Diploma or equivalent.

TRAINING



Many (47%) employers report that training is required prior to employment. **Most** (73%) employers report that training is accepted as a substitute for experience. **Type of training required:** An average of 36 months welding apprenticeship.

EXPERIENCE



Most (73%) employers report that work experience is required. **Many** (40%) employers report that experience in other occupations is accepted. **Acceptable work experience:** An average of 21 months Operator, Boilermaker, Pipefitter, Rigger, Layout, or Fabricator.

Workforce Development questions were rated as follows:

The most prevalent obstacle to promotion:

Lack of available positions	33%
Lack of upgraded skills	27%
Lack of motivation	13%
Lack of training	7%

Training resources used to upgrade skills:

On-the-Job Training	60%
Apprenticeship	27%
Adult Education	13%
Community College	13%
Workshops	13%

Apprenticeship training program availability:

No	47%
Yes	33%

Type of employee found through a staffing service:

None of the Above	87%
Temporary	0%
Project	0%
Seasonal	0%
Temporary-to-Permanent	0%
All of the Above	0%

SKILLS NEEDED FOR CAREER ADVANCEMENT

Supervision, teamwork, leadership, initiative, able to read prints/layout and estimate, and reliable.

NEW SKILLS NEEDED OVER THE NEXT 3 YEARS

Web site searching, layout, fabricating, blueprint reading, and technical school.

COMPUTER SKILLS SOUGHT (5 of 15 firms responding)

Word Processing	20%
Spreadsheet	20%
Database	20%
Other	80%

RELATED TRAINING PROGRAMS

Please refer to Appendix A for detailed training provider information.

LICENSING REQUIREMENTS

Please refer to Appendix B.

Key Terms:

All = 100%, Almost all = 80% - 99%, Most = 60% - 79%,

Many = 40% - 59%, Some = 20% - 39%, Few = less than 20%

Contra Costa County, 2000

WAGES AND OTHER INFORMATION

WAGES

Non-Union

	Range	Median
New hires, no experience:	Insufficient Data	Insufficient Data
New hires, experienced:	\$10.00 - \$18.00	\$14.00
Experienced, 3 years with firm:	\$14.00 - \$18.50	\$17.45

Union

	Range	Median
New hires, no experience:	\$15.00 - \$18.62	\$16.81
New hires, experienced:	\$13.70 - \$24.58	\$18.00
Experienced, 3 years with firm:	\$24.58 - \$34.76	\$26.50

Hours Worked

	% of Employees	Weekly Hours
Full-Time	88%	41
Part-Time	9%	25
Temporary/On-Call	3%	45

Unionization

Union firms	6 of 14	43%
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BENEFITS %	Employer Pays All		Share Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical	40	7	33	0	0	0
Dental	33	13	20	0	0	0
Vision	33	7	13	0	0	0
Life	20	7	7	0	13	0
Sick	33	0	0	0	0	0
Vacation	73	7	7	0	0	0
Retirement	33	7	20	0	0	0
Child Care	0	0	0	0	7	0
Other	7	7	0	0	0	0
(Workers' compensation)						

PROMOTIONAL OPPORTUNITIES

Most (73%) employers report that they promote employees to higher level positions. Responding employers listed the following positions as promotional opportunities:

- Foreman
- Inspector
- Lead Man
- Manager
- Superintendent
- Supervisor

Related **Dictionary of Occupational Titles (DOT) Code:**

810.384-014, 811.684-014, 816.364-010, 816.464-010, 816.482-010, 819.384-010

For more information, see COG #49, 84, 112

EMPLOYMENT TRENDS

Occupation size: Small
 Projected new jobs: 80
 Openings due to separations: 80
 Gender: 98% Male 2% Female
 Projected growth between 1997 2004 is Average. 18.6%.
 (Average growth between 1997 2004 of all nonagricultural occupations in Contra Costa County is projected to be 18%)

SUPPLY AND DEMAND

Degree of Difficulty in Finding Applicants

Experienced/Inexperienced: **Very difficult**. Employer demand is considerably greater than supply of qualified applicants.

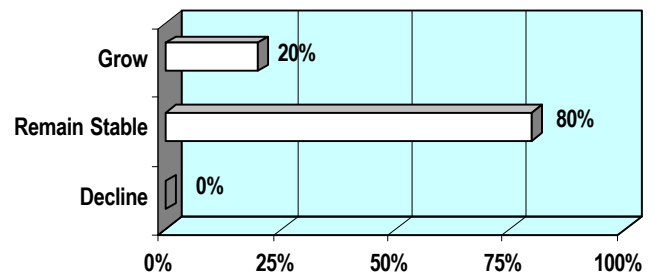
Annual Turnover

Employers responding to the survey report an (8%) annual turnover rate.

Percentage of new Hires in the Last Year

Employees Leaving	35%
New Positions	27%
Promotions	4%
Temporary	35%

EMPLOYMENT OVER THE NEXT 2 YEARS



PRIMARY RECRUITMENT METHODS

- Employee referrals
- Newspaper ads
- Union hall referrals

WHERE THE JOBS ARE

- Contractors, General, Other Nonresidential Buildings
- Contractors, Heavy Construction, N.E.C.
- Help Supply & Employee Leasing Services
- Machinery & Equipment Parts & Repair (Machine Shop) Industrial & Commercial, N.E.C
- Metal Plating, Electroplating, Polishing & Anodizing
- Petroleum, Crude & Natural Gas Production
- Repair Shops & Related Services, N.E.C.
- Sheet Metal Work
- Welding & Welding Repair Shops

Vocational Training Directory

Appendix A includes a directory of local schools and the courses or programs they offer. The course or program most closely related to the occupations studied in 1994–2000 was identified and cited. Please refer to the State Training Inventory (<http://sti.soicc.ca.gov/sti>) for further program information.

Training data was collected in winter 2000 and spring 2001. The validity of this information is based solely on information provided by the training facility. Users of this information are encouraged to contact the training provider to verify the accuracy of the information.

ACCESS USA COMPUTER TRAINING CENTER

1850 Gateway Boulevard, Suite 185

Concord, CA 94520

Phone: (925) 680-4426

Fax: (925) 680-4584

Internet Address: www.accessusa.org

E-Mail Address: accessusa1@earthlink.net

Programs Offered: A+ Certification

Business Computer Facilities Operator

Business, General

Business Management & Admin. Services, Other

Computer Installer and Repairer

Computer Skills for Sales Professionals

Counselor Education Counseling & Guidance
Services

Data Processing Technician

Desktop Publishing

General Office Clerical/Administrative Assistant

Hardware/Software Support Specialist

Hardware/Software Technician

Microsoft Office User Specialist Certification

Webpage Design & Implementation

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	Yes

ACCESS USA COMPUTER TRAINING CENTER

1850 Gateway Boulevard, Suite 185

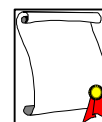
Concord, CA 94520

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops in front of school.

School Type: Vocational Training Private

Accreditation/Certification: Bureau For Private Post Secondary and
Vocational and Educational Counselors
Microsoft Testing Center



ACTECH INSTITUTE
1150 Contra Costa Boulevard
Concord, CA 94523

Phone: (925) 685-6327

Fax: (925) 685-6573

Internet Address: N/A

E-Mail Address: amuyli@1x.net.com.com

Programs Offered: Accounting Technician
Administrative and Secretarial Services, Other
Administrative Assistant/Secretarial Science,
General
Computer and Information Sciences, Other
Computer Engineering Tech./Technician
Computer Main. Tech./Technician
Computer Systems Analysis
Desktop Publishing
Network Technician

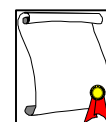
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Less than one block from bus stop

School Type: ETP Programs

Accreditation/Certification: Bureau For Private Post Secondary and
Vocational Educational Counselors



AMERICAN TRUCK SCHOOL

16366 San Pablo Avenue

San Pablo, CA 94806

Phone: (510) 724-0524

Fax: (510) 724-3330

Internet Address: [N/A](#)

E-Mail Address: americantruckschool@home.com

Programs Offered: Class A Tractor Trailer Operator
Class B Tractor Trailer Operator

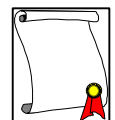
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	Yes

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Two blocks to bus stop.

School Type: Other (Include Job Corps Centers
& Community Based Organizations)

Accreditation/Certification: Bureau For Private Postsecondary and
Vocational Education



ANTIOCH ADULT SCHOOL

820 W. 2nd Street

Antioch, CA 94509

Phone: (925) 706-5481

Fax: (925) 778-5843

Internet Address: www.antioch.k12.ca.us/ausd_alt.html

E-Mail Address: N/A

Programs Offered: Business Systems Networking & Telecommunication
Computer and Information Sciences, General
Computer Installer and Repairer
Institutional Food Workers and
Administrators, Other
Medical Assistant

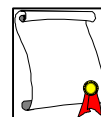
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	Yes

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	Yes
	Financial Aid	No
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops on site.

School Type: Public Adult Schools with Occupational Programs

Accreditation/Certification: Western Association of Schools and Colleges



BOILERMAKER, LOCAL #549

2191 Piedmont Way

Pittsburg, CA 94564

Phone: (925) 427-0826

Fax: (925) 427-5980

Internet Address: www.boilermakers-549.org

E-Mail Address: otis549@aol.com

Programs Offered: Industrial Equipment Maintenance & Repairers
Welder/Welding Technologist

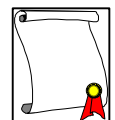
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: 1/2 block to bus stop.

School Type: Apprenticeship Programs

Accreditation/Certification: Bureau For Private Post Secondary and
Vocational Education



CALIFORNIA STATE UNIVERSITY, HAYWARD

4700 Ygnacio Valley Road

Concord, CA 94521

Phone: (925) 602-6700

Fax: (925) 602-6750

Internet Address: www.ccc.csuhayward.edu

E-Mail Address: N/A

Programs Offered: Undergraduate Degree

Biology, General

Business Administration

Accounting option

Computer Information Systems option

Finance option

General Business option

Human Resources management option

Marketing Management option

Criminal Justice/Law Enforcement Admin.option

English literature option

Human Development

Industrial Psychology

Liberal Studies

Nursing (RN to BSN completion program)

Graduate Degree

Business Administration

Finance option

Management Sciences option

Counseling/Marriage and Family Therapy option

Education/Elementary Education option

Public Administration/Public Management option

Programs Offered Cont.: Credential

Educational Administration

Multiple Subject Teaching

Single Subject Teaching

Certificate

Chemical Dependency

Facilities Management

Legal Nurse Consultant

Multimedia

Paralegal

Degrees Offered:	Doctorate	No
	Master's Degree	Yes
	Bachelor's Degree	Yes
	Associate Degree	No
	Certificate	Yes
	Diploma	Yes

CALIFORNIA STATE UNIVERSITY, HAYWARD

4700 Ygnacio Valley Boulevard

Concord, CA. 94521

Services for Students:	Bilingual Services	No
	Career Development	No
	Counseling	Yes
	Distance Learning	Yes
	ESL Learning	No
	Financial Aide	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/ Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops in front of school

School Type: California State University

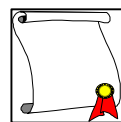
Accreditation/Certification: Western Association of Schools and Colleges

American Assembly of Collegiate Schools of

Business

National Association of Schools of Public Affairs

and Administration



CENTER FOR PROFESSIONAL INVESTIGATIVE TRAINING

2645 Pleasant Hill

Pleasant Hill, CA 94523

Phone: (925) 927- 6620

Fax: (925) 927- 6624

Internet Address: [N/A](#)

E-Mail Address: cpit-office@juno.com

Programs Offered: Private Investigation Training

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

CENTER FOR PROFESSIONAL INVESTIGATIVE TRAINING

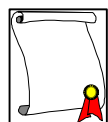
2645 Pleasant Hill
Pleasant Hill, CA 94523

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Bus stop within 100 feet.

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau For Private Post Secondary and
Vocational Education



CHAPMAN UNIVERSITY ACADEMIC CENTER

2600 Stanwell Drive, Suite 110

Concord, CA 94520

Phone: (925) 980-1407

Fax: (925) 680-7186

Internet Address: www.chapman.edu

E-Mail Address: thisius@chapman.edu

Programs Offered:

California Teaching Credentials

Multiple Subject

Single Subject

Career Counseling

Computer Information Systems

Education Administration

Tier I, Tier II

Gerontology

Health Administration

Health Systems

Human Resources

Organizational Leadership

Psychology

School Counseling

School Psychology

Special Education

Level I Mild/Moderate, Moderate/Severe

Level II

Social Science

Degrees Offered:	Doctorate	No
	Master's Degree	Yes
	Bachelor's Degree	Yes
	Associate Degree	No
	Certificate	Yes
	Diploma	Yes

CHAPMAN UNIVERSITY ACADEMIC CENTER

2600 Stanwell Drive, Suite 110

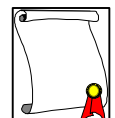
Concord, CA 94520

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	Yes
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Two blocks to bus stop.

School Type: 4 - Year Colleges and Universities

Accreditation/Certification: Western Association of Schools and Colleges



CONTRA COSTA COLLEGE

2600 Mission Bell Drive

San Pablo, CA 94806-3195

Phone: (510) 235-7800

Fax: (510) 215-1645

Internet Address: www.contracosta.cc.ca.us

E-Mail Address: jdiestler@contracosta.cc.ca.us

Programs Offered: Accounting
Administration of Justice - Corrections/ Law
Enforcement
Administrative Assistant / Executive Secretary
Afro-American (Black) Studies
Anthropology
Art, General
Auto/Automotive Body Repairer
Auto/Automotive Mechanical/Technician
Biological Science
Biotechnology
Business Administration
Business, General
Business Marketing and Marketing Management
Business/Managerial Economics
Certified Nurse's Assistant
Chemistry, General
Child Development, Care and Guidance
Classical Food Preparation
Computer and Information Sciences, General
Computer and Information Sciences, Other
Computer Networking

Programs Offered cont. Computer Programming
Computer Science
Corrections
Culinary Arts and Related Services, Other
Culinary Arts/Chef Training
Dental Assistant
Drafting, General
Economics
Electronics Technician
English Language and Literature, General
French Language and Literature
Geography
History
Journalism
La Raza Studies
Law Enforcement/Police Science
Liberal Art and Sciences, General Studies and
Humanities, Other
Liberal Studies
Marketing, Merchandising
Mathematics, Other
Medical Assistant
Medical Transcription
Microcomputer Systems Operations
Music, General
Office Information Systems (general office)
Pastry Baking

CONTRA COSTA COLLEGE

2600 Mission Bell Drive

San Pablo, CA 94806-3195

Programs Offered cont. Physical Education Teaching and Coaching

Physics, General

Political Science, General

Psychology, General

Radiology Technology Certification

Real Estate

Refrigeration and Appliance Repair

Social Sciences, General

Sociology

Spanish Language and Literature

Welder / Welding Technologist

Welding Technology

Word Information Processing

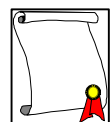
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	Yes
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	Yes
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	Yes
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops on site.

School Type: Two Year Technical and Community
Colleges

Accreditation/Certification: Western Association of Schools and Colleges



CONTRA COSTA COUNTY REGIONAL OCCUPATIONAL PROGRAM

77 Santa Barbara Road

Pleasant Hill, CA 94523

Phone: (925) 942-3448

Fax: (925) 934-1057

Internet Address: www.cccoe.k12.ca.us

E-Mail Address: lhuntsman@cccoe.k12.ca.us

Programs Offered: Acoustics

Administrative Assist./Secretarial Science, General

Architectural Engineering Tech./Technician

Art and Animation

Athletic Training and Sports Medicine

Auto/Automotive Body Repairer

Auto/Automotive Mechanic/Technician

Baker/Pastry Chef

Biotechnology

Business Computer Facilities Operator

Cabinet Maker and Millworker

Carpenter

Child Care and Guidance Workers and Managers,
General

Computer Main. Tech./Technician

Computer Networks

Computer Programming

Cosmetologist

Data Processing Tech./Technician

Desktop Publishing Equipment Operator

Drafting, General

CONTRA COSTA COUNTY REGIONAL OCCUPATIONAL PROGRAM

77 Santa Barbara Road
Pleasant Hill, CA 94523

Programs Offered Cont. Electrical, Electronic and Communications Engin.
Tech./Technician
Financial Services Marketing Operations
Food Caterer
General Marketing Operations
General Office/Clerical and Typing Services
General Teacher Education, Other
Graphic and Printing Equipment Operators, Other
Graphic Design, Commercial Art and Illustration
Health and Medical Laboratory Tech./Technicians,
Other
Health Professions and Related Sciences, Other
Hotel/Motel Services Operations and Management,
Industrial/Manufacturing Tech./Technician
Institutional Food Workers and Administrators,
Journalism
Machine Shop Assistant
Medical Administrative Assistant/Secretary
Medical Assistant
Medical Office Management
Office Supervision and Management
Photography
Plumber and Pipefitter
Radio and Television Broadcasting Tech./Technician
Security and Loss Prevention Services
Sports Medicine
Technology Education/Industrial Arts

CONTRA COSTA COUNTY REGIONAL OCCUPATIONAL PROGRAM

77 Santa Barbara Road

Pleasant Hill, CA 94523

Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

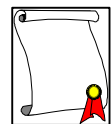
CONTRA COSTA COUNTY REGIONAL OCCUPATIONAL PROGRAM

77 Santa Barbara Road
Pleasant Hill, CA 94523

Proximity to Public Transportation: Bus stops within one block from school

School Type: Public Secondary & Adult Schools with Occupational Programs

Accreditation/Certification: California Department of Education
Western Association of Schools and Colleges



CYBER STATE UNIVERSITY
3746 Mt. Diablo Blvd., Ste. 100
Lafayette, CA. 94549

Phone: (925) 253-8735

Fax: (925) 299-2389

Internet Address: www.cyberstateu.com

E-Mail Address: aclark@cyberstateu.com

Programs Offered: Computer and Information Sciences, General
Business Systems Networking & Telecommunication
Computer Programming
Cisco Certification
Microsoft Certification

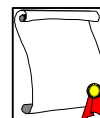
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	No
	Distance Learning	Yes
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	No
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: N/A

School Type: Private Business and Technical Schools

Accreditation/Certification: PIMA Community College



DE LOUX COSMETOLOGY
4330 Clayton Road, Suite I-E
Concord, CA 94521

Phone: (925) 602-1040

Fax: (925) 682-0588

Internet Address: [N/A](#)

E-Mail Address: N/A

Programs Offered: Cosmetologist
Esthetician
Instructor Trainee
Manicuring

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	No
Diploma	Yes

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops on site.

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau of Private Postsecondary Vocational Education
Bureau of Barbering and Cosmetology



DELTA BEAUTY COLLEGE INC.

320 H Street

Antioch, CA 94509

Phone: (925) 754-1220

Fax: (925) 754-8134

Internet Address: [N/A](#)

E-Mail Address: N/A

Programs Offered: Cosmetologist
Barber/Hairstylist

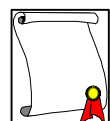
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	Yes

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Bus stops on site.

School Type: Private Business and Technical Schools

Accreditation/Certification: Board of Barbering and Cosmetology
Council for Private Postsecondary and
Vocational Education



DESIGNS SCHOOL OF COSMETOLOGY

2800 Hilltop Mall Road #610

Richmond, CA 94806

Phone: (510) 222-7474

Fax: N/A

Internet Address: [N/A](#)

E-Mail Address: N/A

Programs Offered: Barber/Hairstylist
Cosmetologist
Manicuring
Skin Care
Teacher Trainee

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

DESIGNS SCHOOL OF COSMETOLOGY

2800 Hilltop Mall Road #610

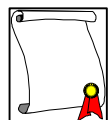
Richmond, CA 94806

Services For Students:	Bilingual Services	Yes
	Career Development	No
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	No

Proximity to Public Transportation: 1/2 block from bus stop.

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary
and Vocational Educational



DIABLO VALLEY COLLEGE

321 Golf Club Road

Pleasant Hill, CA 94523

Phone: (925) 685-1230

Fax: (925) 685-1551

Internet Address: www.dvc.edu

E-Mail Address: N/A

Programs Offered: Administration of Justice
Alcohol and Drug Studies
Anthropology
Architecture Technology
Art/Art History
Astronomy
Biological Sciences
Broadcast Communication Arts
Business
Accounting
Office Professional
Real Estate
Retailing
Small Business Management
Career Development
Carpentry
Chemistry
Chinese
Childhood Development/Early
Childhood Education
Basic, Associate Teacher, Teacher,
Master Teacher, Site Supervisor,
Family Day Care Provider,

Programs Offered Cont. Foster Care Provider/ In-Home
Child Care Provider
Colloquia
Computer and Information Science,
Microcomputer Software Support,
Computer Technician
Construction and Building Inspection
Construction Management,
Supervision and Superintendency
Cooperative Education
Dental Assisting
Dental Hygiene
Dental Laboratory Technology
Drama
Economics
Electronics Technology
Engineering Technology
Civil Drafting
General Drafting
Materials Testing
Mechanical Drafting
Surveying
English/English as a Second Language
Family Life Education
Field Studies
Film

DIABLO VALLEY COLLEGE

321 Golf Club Road

Pleasant Hill, CA 94523

Programs Offered Cont. French

Geography

Geology

German

Health Science

History

Horticulture

Basic Certificate, Landscape Construction,

Design, Maintenance

Hotel and Restaurant Management

Baking and Pastry

Culinary Arts

Hotel Administration

Restaurant Management

Humanities

Italian

Japanese

Journalism

Learning Skills

Library and Information Technology

Machine Technology

Management Studies

Mathematics

Multimedia

Music Industry Studies

Nutrition

Oceanography

Philosophy

Programs Offered cont. Physical Education
Physical Sciences
Physics
Plumbing/Steamfitting
Political Science
Portuguese
Psychology
Respiratory Therapy
Russian
Sign Language
Social Science
Sociology
Spanish
Speech
Telecommunications
Women's Services

DIABLO VALLEY COLLEGE

321 Golf Club Road

Pleasant Hill, CA 94523

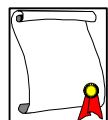
Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	Yes
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	Yes
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	Yes
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops on site.

School Type: 2-year, Technical, and Community Colleges
(Credit-bearing programs)

Accreditation/Certification: Western Association of Schools and Colleges



FREDERICK W TAYLOR UNIVERSITY

346 Rheem Boulevard, Suite 203

Moraga, CA 94556

Phone: (925) 376-0900

Fax: (925) 376-0908

Internet Address: www.ftu.edu

E-Mail Address: admissions@ftu.edu

Programs Offered: Accounting
Business Administration and Management, General
Health Care Administration
Human Resources
Information Systems
International Business
Management Science
Marketing

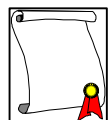
Degrees Offered: Doctorate	No
Master's Degree	Yes
Bachelor's Degree	Yes
Associate Degree	No
Certificate	No
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	No
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Two blocks from bus stop.

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



GOLDEN GATE UNIVERSITY

801 Ygnacio Valley Road

Walnut Creek, CA 94596

Phone: (925) 945-7132

Fax: (925) 932-6891

Internet Address: www.ggu.edu

E-Mail Address: N/A

Programs Offered: Electric Commerce
Executive MBA
Finance
Human Resources Management
Information Systems
Marketing Management
Telecommunications Management

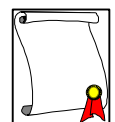
Degrees Offered: Doctorate	No
Master's Degree	Yes
Bachelor's Degree	Yes
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: One block to bus stop.
3 1/2 blocks to Bart.

School Type: 4-year Colleges and Universities

Accreditation/Certification: Western Association of Schools and Colleges



H & R BLOCK TAX TRAINING SCHOOL

1280 Boulevard Way, Ste. 103

Walnut Creek, CA 94595

Phone: (800) HRBLOCK

Fax: (925) 939-3936

Internet Address: www.hrblock.com

E-Mail Address: N/A

Programs Offered: Taxation

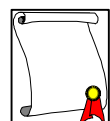
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	Yes
	Career Development	No
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Bus within walking distance.

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



HEALD COLLEGE
5130 Commercial Lane
Concord, CA 94520

Phone: (925) 288-5800

Fax: (925) 288-5896

Internet Address: www.heald.edu

E-Mail Address: N/A

Programs Offered: Accounting

Administrative and Secretarial Services, Other

Administrative Assistant/Secretarial Science, General

Business Management and Administrative Services,
Other

Business Software Application

Business Systems Networking & Telecommunication

Computer and Information Sciences, General

Computer Engineering Tech/Technician

Computer Installer and Repairer

Electrical, Electronics & Communication Engineering

Marketing Operations/Marketing and Distribution,
Other

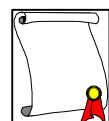
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	Yes
Certificate	Yes
Diploma	Yes

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops 1/2 block from campus.

School Type: 2-year, Technical, and Community Colleges

Accreditation/Certification: Western Association of Schools and Colleges



JATC OF THE BAY AREA INC.

600 Roble Avenue

Pinole, CA 94564

Phone: (510) 724-3200

Fax: (510) 724-9253

Internet Address: [N/A](#)

E-Mail Address: N/A

Programs Offered: Occupational Safety & Health Tech./Technician
Painter and Wall Coverer
Tapers
Construction Trades, Other

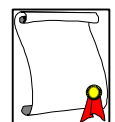
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	No
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	No

Proximity to Public Transportation: 1/4 block to bus stop.

School Type: Apprenticeship Programs

Accreditation/Certification: Joint Review Committee For Respiratory
Therapy Education



JOHN F KENNEDY UNIVERSITY

12 Altarinda Road

Orinda, CA 94563-2606

Phone: (925) 253-2213

Fax: (925) 258-2083

Internet Address: www.jfku.edu

E-Mail Address: proginfo@jfku.edu

Programs Offered: Accounting
Business Administration and Management, General
Career Exploration/Awareness Skills
Counseling Psychology
Health and Medical Diagnostic and Treatment
Services, Other
Law (LL.B., JD)
Liberal Arts and Sciences/Liberal Studies
Fine/Studio Arts
Museum Studies
Psychology, General
Socio-psychological Sports Studies
Teacher Education, Multiple Levels
Art

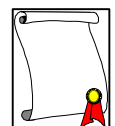
Degrees Offered: Doctorate	Yes
Master's Degree	Yes
Bachelor's Degree	Yes
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	Yes

Proximity to Public Transportation: 10 minute walk to Bart.

School Type: 4-year Colleges and Universities

Accreditation/Certification: Western Association of Schools and Colleges



KAISER PERMANENTE SCHOOL OF RADIOLOGY
901 Nevin Avenue
Richmond, CA 94801

Phone: (510) 307-2320

Fax: (510) 307-2327

Internet Address: [N/A](#)

E-Mail Address: N/A

Programs Offered: Diagnostic Radiology Residency

Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	No

KAISER PERMANENTE SCHOOL OF RADIOLOGY

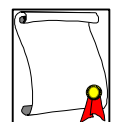
901 Nevin Avenue
Richmond, CA 94801

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	Yes
	Handicapped Accessible	No
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	No

Proximity to Public Transportation: Two blocks to Bart.

School Type: Hospital or Health Programs (not taught at other institution types)

Accreditation/Certification: Joint Review Committee on Education in Radiology Technology



LIBERTY HIGH SCHOOL ALTERNATIVE EDUCATION

929 - 2nd Street

Brentwood, CA 94513

Phone: (925) 634-2565

Fax: (925) 634-5317

Internet Address: www.libertyuhsd.k12.ca.us

E-Mail Address: morrison@libertyuhsd.k12.ca.us

Programs Offered: Adult and Continuing Education Administration
Family Living and Parenthood
Citizenship Activities, General
Computer and Information Sciences, General
Foreign Languages and Literatures, General
General Studies
Health-Related Knowledge and Skills, Other
Home Economics, General
Industrial Production Technol./Technicians, Other
Painting
Teaching English as a Second Language/
Foreign Language

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	Yes

LIBERTY HIGH SCHOOL ALTERNATIVE EDUCATION

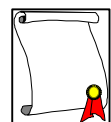
929 - 2nd Street
Brentwood, CA 94513

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	Yes
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops on site.

School Type: Public Adult Schools with Occupational Programs

Accreditation/Certification: Western Association of Schools and Colleges



LOS MEDANOS COLLEGE

2700 East Leland Road

Pittsburg, CA 94565-5197

Phone: (925) 439-2181

Fax: (925) 427-1599

Internet Address: www.losmedanos.net

E-Mail Address: N/A

Programs Offered: Accounting
Administration of Justice
Administrative and Secretarial Services, Other
Administrative Assistant/Secretarial Science, General
Anthropology
Art, General
Auto/automotive Mechanic/Technician
Biological Sciences/Life Sciences, Other
Business Administration and Management, General
Business General
Business Management and Administrative Services,
Other
Business Management and Supervision
Chemistry, General
Child Development, Care and Guidance
Children's Center Instructor
Computer Networking
Computer Science
Cosmetologist
Electrical and Electronic Engin.-related Technol./
Technicians, Other
Emergency Medical Tech./ Technician

Programs Offered cont. Foster Care/Day Care

General Office

General Retailing Operations

Graphic Design, Commercial Art and Illustration

Health Professions and Related Sciences, Other

Journalism

Liberal Art and Sciences, General Studies and

Humanities, Other

Major Appliance Installer and Repairer

Mathematics

Medical Office

Microcomputer Software Support

Music, General

Nursing (RN)

Physical Sciences, General

Practical Nurse (LVN)

Psychology, General

Real Estate

Retailing

Sociology

Travel Services Marketing Operations

Welder/Welding Technologist

LOS MEDANOS COLLEGE

2700 East Leland Road

Pittsburg, CA 94565-5197

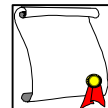
Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	Yes
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	Yes
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	Yes
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Bus stops on site.

School Type: 2- year, Technical and Community Colleges

Accreditation/Certification: Accrediting Commission for Community
and Junior Colleges
Western Association of Schools and Colleges



MARTINEZ ADULT SCHOOL

600 F Street

Martinez, CA 94553-1895

Phone: (925) 228-3276

Fax: (925) 228-6989

Internet Address: www.mtec.mtzusd.k12.ca.us

E-Mail Address: judy@martinez.cccoe.k12.ca.us

Programs Offered:

Accounting Specialist	Apprenticeship Programs in cooperation with Unions
Accounting Technician	AC Transit Mechanics
Administrative Assistant/Secretarial	CalTRANS Bridge Painters
Blueprint Reading/Estimating	Electrician
Computer Application Specialist	Heat and Frost Insulators
Computer Aided Design/Drafter/Autocad Retraining	Painters and Decorators
Computer Support Specialist	Roofers
Computer Support Technician, A+ Certification	Sound and Communication Installer
Construction Estimator/Project Manager	
Customer Service Representative	
Data Entry Technician	
Executive Administrative Assistant	
Medical Coding/Billing Specialist	
Medical Front Office Receptionist	
Medical Secretary	
Medical Transcriptionist	
Microsoft Office Technician	
Office Assistant	
PBX Operator/Receptionist/Dispatcher	
Peace Officer/Reserve Training, Level II Officer	
Transcriptionist	
Word Processing Technician	

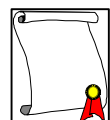
Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	Yes

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	Yes
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	Yes

Proximity to Public Transportation: 1/2 block from bus stop.

School Type: Public Adult Schools with Occupational Programs

Accreditation/Certification: Western Association of Schools and Colleges



MASON MCDUFFIE/ PRUDENTIAL SCHOOL OF REAL ESTATE

1901 Olympic Boulevard #110

Walnut Creek, CA 94596

Phone: (925) 279-0555

Fax: (925) 279-0546

Internet Address: www.pruweb.com

E-Mail Address: mmdschool@aol.com

Programs Offered: Real Estate

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

MASON MCDUFFIE/ PRUDENTIAL SCHOOL OF REAL ESTATE
1901 Olympic Boulevard #110
Walnut Creek, CA 94596

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	No
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	Yes

Proximity to Public Transportation: Three blocks to Bart.

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education Dept. of Real Estate



MT. DIABLO ADULT EDUCATION

1266 San Carlos Avenue

Concord, CA 94518

Phone: (925) 685-7340

Fax: (925) 687-8217

Internet Address: [N/A](#)

E-Mail Address: durkeej.mdusd,k12.ca.us

Programs Offered:

Accounting Clerk	High School Diploma
Adult Basic Education	Income Tax Return Preparer
Camera Control Operator	Medical Assistant
Certified Nurse Assistant	Medical Transcriber
Clerk Typist	Pharmacy Technician
Computer Operator/Introduction	Receptionist
Computer Operator/Software Applications	Secretary
CPR	Serve Safe Certification for Food Handlers
Dental Assistant	Surgical Technician
Dental x-ray Technician	TV Console Monitor
Electronics Mechanic/Computer Repairer	Teacher Aide
Emergency Medical Technician	Television Producer
English as a Second Language	Typist
Film Videotape Editor	Veterinary Assistant
GED	Video Operator

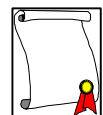
Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	No
	Distance Learning	Yes
	ESL Courses	Yes
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Convenient access to Bart and bus.

School Type: Public Adult Schools with Occupational Programs

Accreditation/Certification: Western Association of Schools and Colleges



MT. DIABLO VOCATIONAL SERVICES TRAINING

490 Golf Club Road

Pleasant Hill, CA 94523

Phone: (925) 687-9675, ext. 315

Fax: (925) 687-5248

Internet Address: www.rsnc.com

E-Mail Address: mdvs@value.net

Programs Offered: Accounting Technician

Administrative Assistant/Secretarial Science, General

Data Processing Tech./Technician

General Office/Clerical and Typing Services

Receptionist

Web Page

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

MT. DIABLO VOCATIONAL SERVICES TRAINING

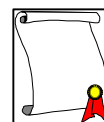
490 Golf Club Road
Pleasant Hill, CA 94523

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Five minute walk to bus.

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



PACIFIC STATES AVIATION

51 John Glenn Drive

Concord, CA 94520

Phone: (925) 685-4400

Fax: (925) 687-2434

Internet Address: [N/A](#)

E-Mail Address: N/A

Programs Offered: Aircraft Pilot and Navigator (Professional)

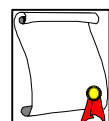
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: Two blocks from bus stop.

School Type: Private Business and Technical Schools

Accreditation/Certification: Federal Aviation Agency



PARIS BEAUTY COLLEGE

1950 Market Street, Suite E

Concord, CA 94520

Phone: (925) 685-7600

Fax: (925) 685-7045

Internet Address: [N/A](#)

E-Mail Address: proxidpshr@aol

Programs Offered: Cosmetologist
Cosmetologist Teacher Training
Esthetician
Manicuring

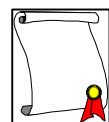
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Two blocks from bus stop.

School Type: Private Business and Technical Schools

Accreditation/Certification: National Accrediting Commission of Cosmetology
Arts and Sciences



PHLEBOTOMY PLUS
1501 N. Broadway, #410
Walnut Creek, CA 94596

Phone: (925) 947-3594

Fax: (925) 947-3554

Internet Address: [N/A](#)

E-Mail Address: phlebotomyplus@aol

Programs Offered: Medical Assistant
EKG Paramedical
Bloodbank Tech./Technician

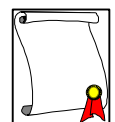
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Four blocks from Bart.

School Type: Private Business and Technical Schools

Accreditation/Certification: American Society of Phlebotomy Technicians
Bureau For Private Post Secondary and
Vocational Education
Laboratory Field Services



PITTSBURG ADULT EDUCATION CENTER

1151 Stoneman Avenue

Pittsburg, CA 94565

Phone: (925) 473-4460

Fax: (925) 473-4470

Internet Address: www.pittsburg.k12.ca.us/adult/adult.html

E-Mail Address: rbeck@pittsburg.k12.ca.us

Programs Offered:

Accounting	Home Economics, General
Accounting Technician	Home Health Aide
Administrative Assistant/Secretarial Science, General	Insurance and Risk Management
American Citizenship Education	Italian Language and Literature
Banking and Financial Support Services	Mechanics and Repairers, Other
Basic Skills, General	Medical Assistant
Carpenter	Medical Records Tech./Technician
Computer and Information Sciences, General	Medical Transcription
Computer Installer and Repairer	Music - Voice and Choral/Opera Performance
Cooking and Other Domestic Skills	Nurse Assistant/Aide
Design and Applied Arts, Other	Nursing, Other
Driver and Safety Teacher Education	Painting
Education, General	Receptionist
English Language and Literature, General	Spanish Language and Literature
Family Living and Parenthood	Upholsterer
Fine Arts and Art Studies, Other	Welder/Welding Technologist
General Office/Clerical and Typing Services	
Health Professions and Related Sciences, Other	
Health-related Knowledge and Skills, Other	
High School Equivalence Certificate	

PITTSBURG ADULT EDUCATION CENTER

1151 Stoneman Avenue

Pittsburg, CA 94565

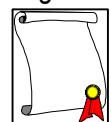
Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	Yes
	Financial Aid	No
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: One block from bus stop.

School Type: Public Adult Schools with Occupational Programs

Accreditation/Certification: Western Association of Schools and Colleges



QUICK LEARNING SCHOOL

1465 Enea Circle, Suite 940

Concord, CA 94520

Phone: (925) 676-1526

Fax: (925) 682-5493

Internet Address: www.quicklearningschool.com

E-Mail Address: iromero@quicklearningschool.com

Programs Offered: Insurance and Risk Management

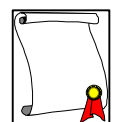
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: One block from bus stop.

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



RUBICON PROGRAMS, INC.

154 - South 23rd Street

Richmond, CA 94804

Phone: (510) 235-1516

Fax: (510) 412-1750

Internet Address: www.rubiconpgms.org

E-Mail Address: rubicon@rubiconpgms.org

Programs Offered: Baker/Pastry Chef
Nurse Assistant/Aide
Institutional Food Workers & Administrators, Other
Custodial Housekeeping & Home Services Workers
and Managers, Other
Landscaping Operations and Management
Painter & Wall Coverer

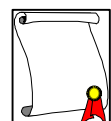
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: 1-2 blocks to bus stop.

School Type: Public Adult with Occupational Programs

Accreditation/Certification: Commission on Accreditation of Rehabilitation
Facilities



SOFTWARE ADVANCED TECHNOLOGIES INSTITUTE

2151 Salvio Street, Suite 267

Concord, CA 94522

Phone: (925) 681-0697

Fax: (925) 681-0695

Internet Address: www.saticareers.com

E-Mail Address: info@saticareers.com

Programs Offered: Advanced MS Test,QA Partner
Internet Engineering
Introduction to Internet
Introduction to Visual Basic/QA Engineer
and SQA Team
Software Quality Assurance
Software Quality Assurance Engineering
Quality Control Tech/Technician
Windows Programming in C,C++ and
Debugging TLS/QA Engineer

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement/Assistance	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: One block to bus stop.

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Postsecondary and
Vocational Education
Council on Occupational Education



ST. MARY'S COLLEGE

1928 St. Mary's Road
Moraga, CA 94556

Phone: (800) 538-9999

Fax: (925) 631-9869

Internet Address: www.stmarys-ca.edu

E-Mail Address: offcampus@stmarys-ca.edu

Programs Offered: Includes School of Extended Education

Accounting	Management Information Systems and
Anthropology	Business Data Processing, General
Art, General	Mathematics
Biology, General	Nursing, Other
Business Administration and Management	Paralegal/Law Studies
Chemistry, General	Performing Arts
Classical Languages/Communications	Philosophy
Economics, General	Political Science and Government, Other
Education, General	Pre-Dentistry Studies/Physics
English	Pre-Engineering
Family and Marriage Counseling	Pre-Law Studies
French Language and Literature	Psychology, General
Health and Physical Education, General	Religious Studies
Health System/Health Services Administration	Sociology
History, General	Spanish
Humanities/Humanistic Studies	Special Education, General
Liberal Arts and Sciences/ Liberal Studies	Teacher Education, Specific Academic
Management	Visual and Performing Arts

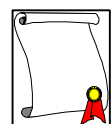
Degrees Offered:	Doctorate	Yes
	Master's Degree	Yes
	Bachelor's Degree	Yes
	Associate Degree	No
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	Yes
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Bus stops on site.

School Type: 4- year Colleges and Universities

Accreditation/Certification: Western Association of Schools and Colleges



THE SERVICE QUALITY DEPARTMENT

1063 Todos Santos Station

Concord, CA 94522

Phone: (925) 798 - 0896

Fax: (925) 685 - 4859

Internet Address: www.service-quality.com

E-Mail Address: jk@service-quality.com

Programs Offered: General Customer Service Skills
General Selling Skills & Sales Operators

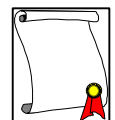
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	Yes
	Career Development	No
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Bus stop within 50 feet.

School Type: Proprietary (Private) Business and
Technical Schools

Accreditation/Certification: Bureau For Private Post Secondary and
Vocational Education



UA LOCAL 159 PLUMBERS

1308 Roman Way
Martinez, CA 94553

Phone: (925) 229-0883

Fax: (925)229-1101

Internet Address: [N/A](#)

E-Mail Address: N/A

Programs Offered: Plumber and Pipefitter

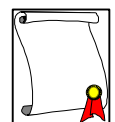
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	Yes

Proximity to Public Transportation: Four blocks to bus stop.

School Type: Apprenticeship Training

Accreditation/Certification: Bureau for Private Post Secondary and Vocational
Education



Phone: (925)806-0300

Fax: (925)806-9002

Internet Address: www.unex.berkeley.edu

E-Mail Address: N/A

Programs Offered:

Accounting	Finance
Advanced Environmental Law and Management	General Marketing Operations
Air Quality Management	Hazardous Material Management
Biological and Physical Science	Health
Business and Management	Heating, Ventilation, Air Conditioning & Refrigeration
Business Systems Networking and Telecommunications	Human Resources Management, Other
Computer-Aided Design	Integrated Solid Waste Management
Computer Science and Information Technology	Languages
Computer Technologies in Education	Mathematics
Continuous Improvement For Total Quality	Microsoft Windows Programming
Copy Editing	Project Management
Education	Publishing
Emergency Preparedness Planning & Management	Purchasing and Supplier Management
Employee Benefits	Social Science
Engineering	Teaching English as a Second Language
English	Telecommunications Engineering
Environmental Site Assessment & Remediation	Training and Human Resources Development
Facilities Management	
Film and Video	

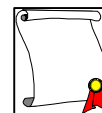
Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	No
	Counseling	No
	Distance Learning	Yes
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Two blocks to bus stop.

School Type: 4-year Colleges and Universities

Accreditation/Certification: Western Association of Schools and Colleges



UNIVERSITY OF PHOENIX

370 N. Wiget Lane

Walnut Creek, CA 94598

Phone: (925) 952-3990

Fax: (925) 946-0233

Internet Address: www.uophx.edu

E-Mail Address: N/A

Programs Offered: Bachelor of Science in Business
Administration
Bachelor of Science in Business
Management
Business Accounting
Business Information Systems
Computer Information Systems
Nursing
Organizational Management
Technology Management

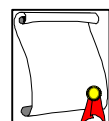
Degrees Offered: Doctorate	No
Master's Degree	Yes
Bachelor's Degree	Yes
Associate Degree	Yes
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	Yes
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	No

Proximity to Public Transportation: Two blocks from bus stop.

School Type: 4-year Colleges and Universities

Accreditation/Certification: Commission on Institutions of Higher Education of the
North Central Association of Colleges and Schools.



UNIVERSITY OF SAN FRANCISCO SAN RAMON REGIONAL CAMPUS
1 Annabel Lane, Suite 115
San Ramon, CA 94583

Phone: (925) 867-2711

Fax: (925) 275-1555

Internet Address: www.usfca.edu

E-Mail Address: N/A

Programs Offered: Accounting Technician
Computer and Information Sciences, General
Technology Teacher Education/Industrial Arts Teacher
Human Resources Management
Health System/Health Services Administration
Management Information Systems and
Business Data Processing, General
Masters in Organization Development
Industrial and Organization/Psychology, Public Admin.
Organizational Behavior Studies

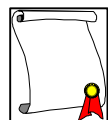
Degrees Offered: Doctorate	No
Master's Degree	Yes
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	No
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: One block to bus stop.

School Type: 4-year Colleges and Universities

Accreditation/Certification: Western Association of Schools and Colleges



WEST CONTRA COSTA ADULT EDUCATION

6028 Ralston Avenue

Richmond, CA 94805

Phone: (510) 215-4666

Fax: (510) 215-0430

Internet Address: www.wccusd.k12.ca.us/

E-Mail Address: sprice@wccusd.k12.ca.us

Programs Offered:

Accounting Technician	General Office/Clerical and Typing Services
Administrative Assistant/Secretarial Science	Health and Physical Education/Fitness, Other
Building Maintenance	Health-related Knowledge and Skills, Other
Career Exploration/Awareness Skills	Heating, Air Conditioning and Refrigeration Tech./
Certified Nursing Assistant/Home Health Aide	Technician
Computers	Home Maintenance and Improvement
Computer Engineering Tech./Technician	Investments and Securities
Construction/Building Tech./Technician	Medical Billing
Cooking and Other Domestic Skills	Music, General
Custodian/Caretaker	Painting
Dance	Photography
Drawing	Radio and Television Broadcasting
Driver and Safety Teacher Education	Real Estate
Education, General	Receptionist
Family Living and Parenthood	Sign Language Interpreter
Fiber, Textile and Weaving Arts	Spanish Language and Literature
Film/Video and Photographic Arts, Other	Teacher Aide Training
Finance, General	Truck Driver
Fine Arts and Art Studies, Other	Welder/Welding Technologist
Food Safety Certification Training	Woodworkers, General
French Language and Literature	Writing

WEST CONTRA COSTA ADULT EDUCATION

6028 Ralston Avenue

Richmond, CA 94805

Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	Yes

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	Yes
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	No
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	No
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: 1/2 block from bus stop.

School Type: Public Adult Schools with Occupational Programs

Accreditation/Certification: Western Association of Schools and Colleges



WESTERN CAREER COLLEGE

380 Civic Drive, Suite 300

Pleasant Hill, CA 94523

Phone: (925) 609-6650

Fax: (925) 609-6666

Internet Address: www.westerncollege.com

E-Mail Address: N/A

Programs Offered: Dental Assisting
Medical Assisting
Medical Administrative Assistant
Pharmacy Technology
Medical Billing

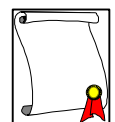
Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	Yes
Certificate	No
Diploma	No

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	No
	Distance Learning	No
	ESL Courses	No
	Financial Aid	Yes
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	No
	Veteran Approved	No
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Bus stops on site.

School Type: Proprietary (Private) Business and
Technical Schools

Accreditation/Certification: Bureau For Post Secondary and Vocational
Education
Accrediting Commission of Career
Schools & Colleges of Technology



WESTERN COLLEGE OF TRAVEL CAREERS INC.

1475 N. Broadway #390

Walnut Creek, CA 94596

Phone: (925) 945-0790

Fax: (925) 943-2349

Internet Address: [N/A](#)

E-Mail Address: school546@aol.com

Programs Offered: Travel-Tourism Management

Travel-Tourism Counselor

Degrees Offered: Doctorate	No
Master's Degree	No
Bachelor's Degree	No
Associate Degree	No
Certificate	Yes
Diploma	No

WESTERN COLLEGE OF TRAVEL CAREERS INC.

1475 N. Broadway #390

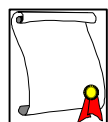
Walnut Creek, CA 94596

Services For Students:	Bilingual Services	No
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	No
	Financial Aid	No
	Financial Counseling	No
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	No
	Services for Handicapped	No
	Tutoring Services	No
	Veteran Approved	Yes
	Vocational Assessment	No
	Vocational Counseling	No

Proximity to Public Transportation: Two blocks from bus stop.

School Type: Private Business and Technical Schools

Accreditation/Certification: Bureau for Private Post Secondary and
Vocational Education



WORLDWIDE EDUCATIONAL SERVICES

2280 Diamond Blvd., #330

Concord, CA 94520

Phone: (925) 798-2000

Fax: (925) 798-5314

Internet Address: www.worldwideeducsvsofca.com

E-Mail Address: wesoc@ix.netcom.com

Programs Offered:

A+ Certification	Legal Secretary
Accounting/Bookkeeping	Management Trainee-Retail, Food Service,
Administrative Secretary/Office Management	Travel, Hotel, Hospitality, Real Estate
Basic Skills/ESL/GED Prep/Job Prep	Medical Billing/Record Keeping/Coding,
CATV Installer/Cable/Satellite Dish, Security Systems	Admissions
Construction Management/Estimating	Medical Front Office
Customer Service Representative	Medical Secretary
Customer Service/Warehousing/Inventory Control	Medical Terminology/Transcription
Data Entry/Office Clerk	Mobile Electronics (MECP)
Desktop Publishing/Computer Graphics	Network Administration
Electronics Assembly/Soldering	Property Management
Electronic/Digital Service Technician Training	Receptionist/Clerk Typist
Fastrack Computer Skills	Telecommunications Technician
Forklift Operation & Safety Certification	Website Design & Maintenance
General Office Clerk/Secretarial	Word Processor
Help Desk Analyst	
Human Resources Assistant/Office Manager	

Degrees Offered:	Doctorate	No
	Master's Degree	No
	Bachelor's Degree	No
	Associate Degree	No
	Certificate	Yes
	Diploma	No

Services For Students:	Bilingual Services	Yes
	Career Development	Yes
	Counseling	Yes
	Distance Learning	No
	ESL Courses	Yes
	Financial Aid	Yes
	Financial Counseling	Yes
	Handicapped Accessible	Yes
	Job Placement	Yes
	On-Site Child Care	No
	Open Entry/Open Exit	Yes
	Services for Handicapped	Yes
	Tutoring Services	Yes
	Veteran Approved	Yes
	Vocational Assessment	Yes
	Vocational Counseling	Yes

Proximity to Public Transportation: One block to bus stop.

School Type: WIA,WTW,ETP,Private Voc.Rehab., Pri Private
Payment

Accreditation/Certification: Bureau For Private Post Secondary and
Vocational Education



Licensing/Certifying Requirement

Appendix B provides a list of those occupations surveyed that require a license or certificate. Information regarding licensing/certifying was obtained from the California License Handbook, 6th edition, 1999.

Occupation Studied	Licensing/Certifying Agency	Year Studied
Accountants and Auditors	Department of Consumer Affairs, State Board of Accountancy 2000 Evergreen Street, Suite 250 Sacramento, CA 95818-3832 916-263-3680 www.dca.ca.gov	1998
Automotive Mechanics	Department of Consumer Affairs, Bureau of Automotive Repair 10240 Systems Parkway Sacramento, CA 95827 800-952-5210 www.dca.ca.gov	1998
Chemical Engineers	Department of Consumer Affairs, Board of Professional Engineers and Land Surveyors 2535 Capital Oaks Drive, Suite 300 Sacramento, CA 95833 916-263-2222 www.dca.ca.gov	1996
Child Care Workers	Department of Social Services Bay Area District Office - Child Care 1515 Clay Street, Suite 1102 Oakland, CA. 94612 510-622-2602/ Fax 510-622-2641 www.dss.cahwet.gov	1998
Civil Engineering Technicians and Technologists	Department of Consumer Affairs, Board of Professional Engineers and Land Surveyors 2535 Capital Oaks Drive, Suite 300 Sacramento, CA 95833 916-263-2222 www.dca.ca.gov	1996
Dental Assistants	Department of Consumer Affairs, Board of Dental Examiners 1428 Howe Avenue, Suite 58 Sacramento, CA 95825 916-263-2595 www.dca.ca.gov	2000

Occupation Studied	Licensing/Certifying Agency	Year Studied
Detectives and Investigators	Department of Consumer Affairs, Bureau of Security and Investigative services 400 R Street, Suite 3080 Sacramento, CA 95814 916-322-4000 www.dca.ca.gov	1998
Electrical Engineers	Department of Consumer Affairs, Board of Professional Engineers and Land Surveyors 2535 Capitol Oaks Drive, Suite 300 Sacramento, CA 95833 916-263-2222 www.dca.ca.gov	1996
Guards and Watch Guards	Department of Consumer Affairs, Bureau of Security and Investigative Services 400 R Street, Suite 3080 Sacramento, CA 95814 916-322-4000 www.dca.ca.gov	1996
Hairdressers, Hairstylists and Cosmetologists	Department of Consumer Affairs, Board of Barbering and Cosmetology P.O. Box 944226 Sacramento, CA 94244-2260 916-445-7061/ 916-445-7008 www.dca.ca.gov	1999
Home Health Aides	Department of Health Services Licensing and Certification P.O. Box 942732 Sacramento, CA 94234-7320 916-327-2445 www.dhs.cahwnet.gov	1998
Industrial Truck and Tractor Operators	Department of Motor Vehicles, Commercial Driving License Office P.O. Box 944278, MS-J254 Sacramento, CA 94278-2780 916- 657-5771 www.dmv.ca.gov Field Offices: El Cerrito: 510- 235-9171; Pittsburg: 925- 432-4748	1999

Occupation Studied	Licensing/Certifying Agency	Year Studied
Licensed Vocational Nurses	Department of Consumer Affairs, Board of Vocational Nurse and Psychiatric Technician Examiners 2535 Capitol Oaks Drive, Suite 205 Sacramento, CA 95833 916- 263-7800 www.dca.ca.gov	1997
Manicurists	Department of Consumer Affairs, Board of Barbering and Cosmetology P.O. Box 944226 Sacramento, CA 94244-2260 916- 445-7061 / 916-445-7008 www.dca.ca.gov	1999
Medical Assistants	Department of Consumer Affairs, Medical Board of California Licensing Program 1426 Howe Avenue, Suite 56 Sacramento, CA 95825-3236 916- 263-2496 www.dcs.ca.gov (state-regulated training)	1998
Opticians Dispensing and Measuring	Department of Consumer Affairs, Medical Board of California Licensing Program 1426 Howe Avenue, Suite 56 Sacramento, CA 95825-3236 916- 263-2634 www.dca.ca.gov	1999
Physical Therapy Assistants	Department of Consumer Affairs, Physical Therapy Board of California 1418 Howe Avenue, Suite 16 Sacramento, CA 95825-3204 916-263-2550/Fax 916-263-2560 www.ptb.ca.gov	2000
Registered Nurses	Department of Consumer Affairs, Board of Registered Nursing P.O. Box 944210 Sacramento, CA 94244-2100 916- 322-3350 www.dca.ca.gov	1996

Occupation Studied	Licensing/Certifying Agency	Year Studied
Teachers and Instructors - Vocational Education and Training	Commission on Teacher Credentialing 1900 Capitol Avenue P.O. Box 944270 Sacramento, CA 94244-2700 916- 445-7254/ 916-445-0184/ 888-921-2682 www.ctc.ca.gov	1999
Teachers Elementary School	Commission on Teacher Credentialing 1900 Capitol Avenue P.O. Box 944270 Sacramento, CA 94244-2700 916-445-7254/ 916-445-0184/ 888-921-2682 www.ctc.ca.gov	1997
Teachers - Kindergarten	Commission on Teacher Credentialing 1900 Capitol Avenue P.O. Box 944270 Sacramento, CA 94244-2700 916-445-7254/ 916-445-0184/888-921-2682 www.ctc.ca.gov	1996
Teachers - Secondary School	Commission on Teacher Credentialing 1900 Capitol Avenue P.O. Box 944270 Sacramento, CA. 94244-2700 916-445-7254/ 916-445-0184/ 888-921-2682 www.ctc.ca.gov	1997
Teachers Special Education	Commission on Teacher Credentialing 1900 Capitol Avenue P.O. Box 944270 Sacramento, CA 94244-2700 916- 445-7254/916-445-0184/ 888-921-2682 www.ctc.ca.gov	2000
Truck Drivers Heavy or Tractor Trailer	Department of Motor Vehicles, Commercial Driving license Office P.O. Box 944278, MS-J254 Sacramento, CA 94278-2780 916- 657-5771 www.dmv.ca.gov Field Offices: El Cerrito: 510-235-9171; Pittsburg: 925-432-4748	1998

Occupation Studied	Licensing/Certifying Agency	Year Studied
Truck Drivers Light	Department of Motor Vehicles, Commercial Driving License Office P.O. Box 944278, MS-J254 Sacramento, CA 94278-2780 916- 657-5771 www.dmv.ca.gov El Cerrito: 510-235-9171; Pittsburg: 925- 432-4748	1996 2000

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

Occupation:		
Does your firm employ any individual performing the duties in the occupation described above? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please complete this survey for the occupation described. If no, please return this questionnaire to the above address. If your firm has multiple locations, please confine your answers to locations in your county .		
1. What job title(s) does your firm use for these duties ?	Job Title(s):	
2. a. How many employees does your firm currently have in this occupation ?	Number of Employees:	
b. In this occupation , how many are:	Number of Males:	Number of Females:
c. In this occupation , how many current employees are there; and on average, how many weekly hours do they work?		
Regular, Full Time:	Number of Employees:	Average Weekly Hours Worked:
Regular, Part Time:	Number of Employees:	Average Weekly Hours Worked:
Temporary/On Call:	Number of Employees:	Average Weekly Hours Worked:
Seasonal:	Number of Employees:	Average Weekly Hours Worked:
3. In your firm, what shifts are available for this occupation ? (check all that apply)	<input type="radio"/> Day <input type="radio"/> Swing <input type="radio"/> Graveyard <input type="radio"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="radio"/> Yes <input type="radio"/> No	
If yes, how many were hired to fill:		
vacancies resulting from promotions within your firm?		
vacancies resulting from people in permanent positions leaving your firm?		
new permanent positions resulting from growth?		
temporary, on call, or seasonal positions?		
5. a. During the last 12 months, did your firm's employment in this occupation : (Check one)	<input type="radio"/> Decline <input type="radio"/> Remain Stable <input type="radio"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="radio"/> Decline <input type="radio"/> Remain Stable <input type="radio"/> Grow	
6. When you hire applicants for this occupation , is prior experience in this occupation required? If yes or preferred , how much experience in this occupation is required/preferred? Is experience in other occupations accepted?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not required, but preferred _____ (months) <input type="radio"/> Yes <input type="radio"/> No Please specify below: Occupation: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation , please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		
8. If prior experience is <u>not</u> required when you hire applicants for this occupation , please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="radio"/> Yes <input type="radio"/> No _____ (months)																																																																																																				
10. Is technical or vocational training required prior to employment in this occupation ? If yes or preferred, what kind of training is required?		<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not required, but preferred _____ (months)																																																																																																				
11. What is the minimum level of education your firm requires when hiring an applicant in this occupation ? (Check one).																																																																																																						
<input type="checkbox"/> Less than high school diploma <input type="radio"/> High school diploma or equivalent <input type="radio"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="radio"/> Graduate Study																																																																																																						
12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.																																																																																																				
<ul style="list-style-type: none"> New hires, no experience (trained or untrained): New hires who are experienced: Experienced employees after 3 years with your firm: <p style="text-align: center;">(Please check one)</p>	<u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <input type="radio"/> Hour <input type="radio"/> Week <input type="radio"/> Month <input type="radio"/> Year	<u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <input type="radio"/> Hour <input type="radio"/> Week <input type="radio"/> Month <input type="radio"/> Year	<u>Type of Compensation</u> <input type="radio"/> Commission <input type="radio"/> Tips <input type="radio"/> Bonus <input type="radio"/> Piece Rate <input type="radio"/> Other Specify _____																																																																																																			
13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?		<input type="radio"/> Yes <input type="radio"/> No _____																																																																																																				
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:																																																																																																						
<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th colspan="2"><u>Employer Pays All</u></th> <th colspan="2"><u>Share Cost</u></th> <th colspan="2"><u>Employee Pays All</u></th> <th colspan="2"><u>Not Provided</u></th> </tr> <tr> <th></th> <th>FT</th> <th>PT</th> <th>FT</th> <th>PT</th> <th>FT</th> <th>PT</th> <th>FT</th> <th>PT</th> </tr> </thead> <tbody> <tr><td>Medical Insurance</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td>Dental Insurance</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td>Vision Insurance</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td>Life Insurance</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td>Sick Leave</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td>Vacation</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td>Retirement Plan</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td>Child Care</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr> <tr><td>Other (Please Specify): _____</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr> </tbody> </table>					<u>Employer Pays All</u>		<u>Share Cost</u>		<u>Employee Pays All</u>		<u>Not Provided</u>			FT	PT	FT	PT	FT	PT	FT	PT	Medical Insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Dental Insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Vision Insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Life Insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sick Leave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Vacation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Retirement Plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Child Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Other (Please Specify): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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15 a. Does your firm ever promote employees in this occupation to higher level positions?		<input type="radio"/> Yes <input type="radio"/> No																																																																																																				
If yes, what are the titles of the positions to which they may be promoted?		_____																																																																																																				
b. What skills are important for career advancement?		_____																																																																																																				
16. What computer software skills, if any, does your firm seek in applicants for this occupation ? (Please check all that apply)																																																																																																						
Specify software names: <input type="radio"/> None <input type="radio"/> Word Processing <input type="radio"/> Spreadsheet <input type="radio"/> Database <input type="radio"/> Desktop Publishing <input type="radio"/> Other: _____																																																																																																						
17. What other new skills are needed to perform the duties of this occupation?																																																																																																						

18. When your firm hires employees for this occupation , which are the top three most successful recruitment methods?																																																																																																						
<table style="width: 100%;"> <tr> <td><input type="radio"/> In-house promotions or transfers</td> <td><input type="radio"/> Newspaper ads</td> <td><input type="radio"/> Internet</td> </tr> <tr> <td><input type="radio"/> EDD</td> <td><input type="radio"/> Walk-in applicants</td> <td><input type="radio"/> Colleges/Universities</td> </tr> <tr> <td><input type="radio"/> School/program referrals</td> <td><input type="radio"/> Union hall referrals</td> <td><input type="radio"/> Employee referrals</td> </tr> <tr> <td><input type="radio"/> Private employment agencies</td> <td><input type="radio"/> Trade journals</td> <td><input type="radio"/> Other (Please specify): _____</td> </tr> </table>				<input type="radio"/> In-house promotions or transfers	<input type="radio"/> Newspaper ads	<input type="radio"/> Internet	<input type="radio"/> EDD	<input type="radio"/> Walk-in applicants	<input type="radio"/> Colleges/Universities	<input type="radio"/> School/program referrals	<input type="radio"/> Union hall referrals	<input type="radio"/> Employee referrals	<input type="radio"/> Private employment agencies	<input type="radio"/> Trade journals	<input type="radio"/> Other (Please specify): _____																																																																																							
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19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:		<input type="radio"/> Yes <input type="radio"/> No _____																																																																																																				
Would you like to receive a complimentary copy of the survey results for this occupation?		<input type="radio"/> Yes <input type="radio"/> No																																																																																																				

20. Of the following choices, what is the most prevalent obstacle to promotion for employees **in this occupation**?
(Please check one)

☐ Lack of training

☐ Lack of upgraded skills

☐ Lack of motivation

☐ Lack of available positions

21. Of the employees you currently have **in this occupation**, how many have taken one or more training courses to improve their occupational skills?
(Please circle one)

0
NONE

1%-19%
FEW

20%-39%
SOME

40%-59%
MANY

60%-79%
MOST

80%-99%
ALMOST ALL

100%
ALL

22. For promotion **from this occupation** to a higher level position, what training resources are used to upgrade employee's skills?
(Please check all that apply)

☐ ADULT EDUCATION
OTHER (Please specify) _____

☐ COMMUNITY COLLEGE

☐ EMPLOYER ON-THE-JOB TRAINING

☐ APPRENTICESHIP

☐ WORKSHOPS

23. Does your firm offer non-paid on-the-job or apprenticeship training programs to potential new employees?
(Please check one)

☐ YES

☐ NO

24. **In this occupation**, do you use a staffing service to find any of the following employees?
(Please circle all that apply)

TEMPORARY

PROJECT

SEASONAL

TEMPORARY-TO-PERMANENT

ALL OF THE ABOVE

NONE OF THE ABOVE

25. Of those **in this occupation** that were hired through a staffing service, how many are currently working as permanent employees in your firm?
(Please circle one)

0
NONE

1%-19%
FEW

20%-39%
SOME

40%-59%
MANY

60%-79%
MOST

80%-99%
ALMOST ALL

100%
ALL

26. Over the next 24 months, do you expect your firm's employment **in the next higher level position** to?
(Please check one)

☐ Decline

☐ Remain Stable

☐ Grow

THANK YOU FOR YOUR COOPERATION!

Your responses will assist job training providers with meeting the needs of local employers.
All responses are held in strict confidence.

